

Office of the Secretary of State for Administrative Modernization
Presidency of the Council of Ministers

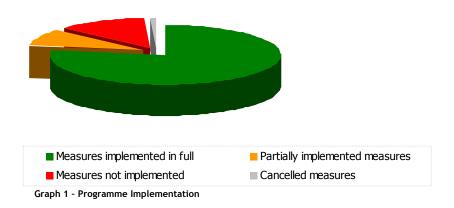
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Summary of Results

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1 SUMMARY

OVERALL IMPLEMENTATION



	No. MEASURES
Measures initially programmed	235
Measures implemented in full	180
 Partially implemented measures 	21
 Measures not implemented 	29
Cancelled measures	Э

Table 1 - Programme Implementation

Programme Implementation: 82.83%

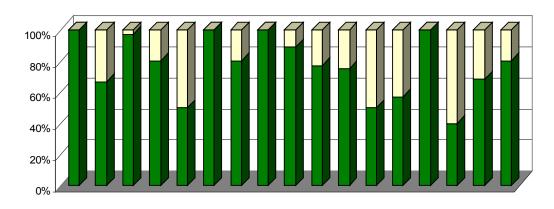
Overall

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		DIANNED	IMPLEME	NTATION
		PLANNED MEASURES	Implemented	Partially im- plemented
I.	Private Individuals	149	80.4%	3.4%
II.	Enterprises	84	74.4%	6.7%

Table 2 - Implementation by group

IMPLEMENTATION OF THE PRIVATE INDIVIDUALS GROUP, BY AREA:



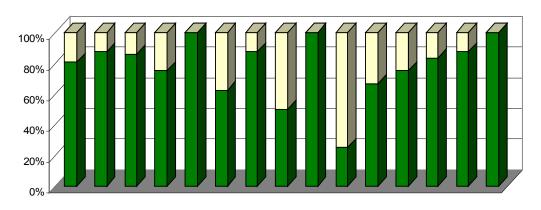
■ Implemented	□ Not implemented

Graph 2 - Implementation by area - Private individuals

I.	Studying and learning
II.	Research and teaching
III.	Culture and knowledge
IV.	Employing and working
٧.	Timely doctors' appointments and surgery
VI.	Social benefits
VII.	Town and country planning and preserving the
VIII.	Simplifying the registration process and improving
IX.	Guaranteeing safety and security
X.	Guaranteeing and facilitating access to ownership
XI.	Immigrating and emigrating
XII.	Travelling on public transport
XIII.	Driving a car
XIV.	Sharing information and making it easier to access
XV.	Promoting transparency
XVI.	Making payments and collecting debts easier
XVII.	Bodies that exercise sovereign power



IMPLEMENTATION OF THE ENTERPRISES GROUP, BY AREA:



ı.	Licences
II.	Agriculture and forestry
III.	Tourism
IV.	Ports and logistical platforms
٧.	Construction and real estate
VI.	Energy
VII.	Creating and managing enterprises
VIII.	Speeding up administrative and judicial processes
IX.	Exports and imports
X.	Aeronautics
XI.	Communications
XII.	Road network and road traffic
XIII.	Industrial property
XIV.	State procurement
XV.	Bodies corporate with public utility status

■ Implemented □ Not implemented

Graph 2 - Implementation by area - Enterprises

2 KEY MEASURES

Implementation of key measures: 92.5%

FLAGSHIP MEASURES	STATUS
CENTRALISED REGISTER OF LICENCES AND PRIOR AUTHORISATIONS	
"I LOST MY WALLET" DESK	
DO AWAY WITH CERTIFICATES FOR PUBLIC DEPARTMENTS AND SERVICES	
ELECTRONIC LEGISLATIVE PROCEDURE	
ELECTRONIC COMPLAINTS TO THE SECURITY AND POLICE SERVICES	
SYSTEM FOR LOCATING PORTUGUESE CITIZENS ABROAD	
ONLINE RETIREMENT	
PUBLIC ONLINE INTERNET SERVICE AT TAX OFFICES	
FAST-TRACK HOMEBUYING SCHEME	
INTEGRATED "INHERITANCE" DESK	
TOWN AND COUNTRY PLANNING SYSTEM	
GAS AND LIQUID FUEL SYSTEMS - INSPECTIONS	
THE WINE INDUSTRY ONLINE	
SINGLE LOGISTICAL WINDOW	
LABOUR AND EMPLOYMENT BULLETIN	
TIMELY DOCTOR'S APPOINTMENTS	
ELECTRONIC STUDENT'S CARD	
MOBILITY MECHANISMS FOR HIGHER EDUCATION STUDENTS AND GRADUATES	
THE CULTURE WEBSITE	
MILITARY CENSUS	

Table 3 - Key measures

IMPLEMENTATION COMPLETE
 PARTIALLY IMPLEMENTED
 NOT IMPLEMENTED

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3 KEY RESULTS

FLAGSHIP RESULTS

M175 - THE WINE INDUSTRY ONLINE

- > An average reduction of 30 days in the time it takes the IVV to provide information.
- > An estimated annual saving of 170 reams of paper.

M044 - TIMELY DOCTOR'S APPOINTMENTS

- > 125,500 requests for first appointments with specialists.
- > Involving 88 hospitals working with 318 health centres.

M054 - ONLINE RETIREMENT

> 75 requests for each electronic form since July 2007, with just two pilot bodies (ADSE and ISS).

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M135 - PUBLIC ONLINE INTERNET SERVICE AT TAX OFFICES

- > 20,000 electronic declarations completed at the existing access points.
- > 370,000 access codes pre-issued to new users.
- > An Internet access point available at 127 tax offices.

M090 - FAST-TRACK HOMEBUYING SCHEME

> 994 cases handled since 24 July 2007.

M118 - "I LOST MY WALLET" DESK

> 134 cards issued each day on average (Laranjeiras Desk).

OTHER ESPECIALLY IMPORTANT RESULTS

M176 - DEMATERIALISATION OF DOURO WINE CERTIFICATES OF ORIGIN

- A reduction in the time it takes to obtain a certificate from 24 hours to 1 hour.
- An annual reduction in the number of hours spent on internal work 3,750 hours.

M177 - ONLINE TRANSACTIONS BETWEEN PORT AND/OR DOURO WINE OPERATORS

- A reduction in response times from 24 hours to 1 hour (universe: 400 enterprises).
- An estimated reduction in the time needed for each user transaction 6 hours.
- An annual reduction in the number of hours spent on internal work (IVDP) 750 hours.

M178 - MOVEMENTS ON THE IVDP'S CURRENT WINE ACCOUNTS

A reduction in response times - from 24 hours to 1 hour (universe: 110 enterprises).

M016 - REGISTRATION OF CINEMATOGRAPHIC AND AUDIOVISUAL ENTERPRISES

- Around 143 enterprises registered.
- ▶ 624 applications for financial support received online.
- 23 public calls for tenders held.

M015 - ARTISTIC PRODUCTION ORGANISATIONS - DIGITAL INFORMATION CENTRES

- The TNSJ Information Centre provided access to a database with references to books (c. 3,530), periodicals (c. 40 titles), video recordings (c. 580), audio recordings (4), programmes (c. 302); photographic dossiers (c. 200), dossiers containing press cuttings (c. 210); costume designs (c. 33 CDs); press releases (c. 220); and a variety of promotional materials (c. 1,125).
- ➤ In some cases the documents are provided in a digital format: more than 6,357 photographs, 168 programmes, 25 dossiers containing press cuttings, 333 costume designs, 187 press releases, and c. 1,470 promotional materials.

M172 - THE iDIGITAL PROJECT

- 8 8 8 8 8
- Applications made online: April/May 2007 226,997; October/November 2007 -12,782.
- ➤ E-Learning courses for a universe of 3,000 trainees.
 - A reduction of 700 trainer hours/year.
 - A saving of 600 reams of paper in one year.
 - No travel and accommodation expenses for trainers and trainees.

M083 - GREEN CHANNEL FOR HOLDERS OF ELECTRONIC OPTICALLY-READ PASSPORTS

Automated control of 850 passengers/day in December 2007.

M024 - ELECTRONIC MANAGEMENT OF CALLS FOR TENDERS

- > Calls are faster (an estimated 1/3 reduction in the time taken by some phases) and cost less.
- Around 6,000 tenders have been electronically submitted and evaluated.
- Approximately 1,100 artists / artistic bodies have been registered electronically.

M025 - THE TERRITORY/ARTS PROGRAMME - ONLINE CONTRACT PLATFORM

- > The time it takes to provide information about artistic productions has fallen from a minimum of 45 days to a maximum of 5 days.
- > 1,018 sessions (performances, training workshops, exhibitions) have been scheduled 131 in 2006, and 887 in 2007.
- A Directory of Buyers (225); a Directory of Providers of productions with registered copyrights (178 registrations); a Directory of Spaces (394 registrations); and a Directory of Productions (718 registrations).

M028 - THE E@AUTHENTIC PROJECT

- ➢ 80% of the cinematographic distribution sector (videos and films for public showing) is registered on the IGAC website.
- ➤ 160 applications have been submitted online.

M086 - ARMS AND EXPLOSIVES INFORMATION AND MANAGEMENT SYSTEM

Around 100,000 applications have been made using this system.

M084 - ELIMINATION OF DUPLICATIONS IN THE VISA REGISTER

Around 10,500 records have been transferred each month, for a total of more than 1,700,000.

M139 - INCENTIVE FOR DESTROYING VEHICLES AT THE END OF THEIR USEFUL LIFE



➤ A 155% rise in the number of vehicles handed in for destruction (2006 - 6,205 / 2007 - 15,826).

M058 - RETIREMENT - RECIPROCAL ACCESS TO INFORMATION SYSTEMS

The National Pensions Centre (CNP) and ADSE have consulted user data 17,312 times.

M059 - UNIFIED PENSIONS - DEMATERIALISED RECONCILIATION OF ACCOUNTS

- ➤ 1,800 pages no longer need to be sent from the CNP to the CGA each month.
- ≥ 2,000 pages of justifications of CNP participation in the cost of pensions paid by the CGA have been dispensed from CGA→CNP transmission every month.

M142 - BANK TRANSFERS

- 13.5% more transfers were made in 2006 than in 2007.
- ➤ 13.7% more transfers were received in 2006 than in 2007.
- > 29.3% more ATM operations were received in 2006 than in 2007.

M053 - SUBSIDISED HOUSING LOANS

- ≥ 260,000 beneficiaries of the subsidy have been dispensed from the annual obligation to prove their income and the composition of their family.
- It is no longer necessary to register this information in lending institutions' databases.

M055 - RETIREMENT - REAL-TIME PROOF OF INCOME

> 9,706 people have been dispensed from the need to provide documental proof of their income.

M101 - NON-RESIDENTS' FISCAL OBLIGATIONS

329 non-residents appointed or changed their tax representative via Internet, and therefore did not have to physically go to a tax office to do so.

M141 - PAYMENTS AND PURCHASES VIA THE DGT'S HOMEBANKING SERVICE

➤ To date (16.01.08) the authorities have received €25,359.78 via this service.

M056 - RETIREMENT - REAL-TIME PROOF OF ACADEMIC SUCCESS

> 341 users have been dispensed from the requirement to provide documentary proof of academic success, because the Ministry of Education now supplies it direct.

M057 - RETIREMENT - DEVELOPMENT OF A NEW CONTROL SYSTEM

> The family status of 9,706 retirees/pensioners has been controlled by electronic communication between authorities.

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M094 - RURAL PROPERTY REGISTERS

- ➤ The records of around 8.5 million of the existing 11.6 million rural properties have been computerised.
- The property and tax register documents applicable to rural properties are now available free of charge via Internet.

M119 - WAIVER OF THE SUBMISSION OF CERTIFICATES TO ADSE

Around 2,400 private service providers who invoice ADSE each month have been dispensed from the requirement to submit certificates proving that they are up to date with payments to the state.

M213 - PAYMENT BY INSTALMENT OF FISCAL DEBTS AWAITING EXECUTION

➤ 181 instalment payments have been made via Internet since this new option became available (10/12/07).

M216 - EXPORT DECLARATIONS

It is estimated that in the fourth quarter of 2007 around 63,000 exporters were dispensed from the requirement to submit physical paper export declarations to the INE.

M073 - REGISTRATIONS OF BIRTH AT CIVIL CONSERVATORIES

- ➤ More than 22,000 children over 73% of all births at the participating healthcare units were registered at those units (to 31/12/07).
- This service is now available at 20 healthcare units.

M228 - ONLINE ON THE SPOT TRADEMARKS, INDEPENDENTLY OF THE FORMATION OF A COMPANY

➤ 21 stand-alone trademarks (which do not require the formation of a company) had been registered by 31/12/07.

M096 - ONLINE VEHICLE PURCHASE, SALE AND REGISTRATION

➤ More than 2,000 applications for the registration of vehicle-related acts had been made via Internet by 31/12/07.

M226 - ONLINE INDUSTRIAL PROPERTY RIGHTS

- More than 19,000 applications for the registration of industrial property-related acts had been made via Internet by 31/12/07 over 78% of all such applications.
- About 85% of all applications for industrial property-related acts themselves were made online (December 2007).



M187- SINGLE PORT CARD

- ➤ 43 pre-requests and 41 applications for authorised access to port areas have been received from a variety of bodies (shipping agencies, contractors, suppliers).
- > 192 orders have been issued in relation to people and 77 in relation to vehicles (the same numbers as used to be processed manually).
- At present, 23 applications have been granted, 5 have been denied, and 13 are pending

M199 - ELECTRONIC APPLICATION FORMS

➤ 320 companies have made 383 applications using electronic forms available on the InCI website (since March 2007).

M146 - ELECTRONIC TRANSMISSION OF OFFICIAL ACTS FOR PUBLICATION

- > Around 50,000 requests for the publication of official acts in the *Diário da República* have been dematerialised.
- > Tonnes of paper have been saved thanks to the electronic transmission of official acts for publication by some of the 7,000 bodies that are registered with the INCM.
- It now takes half the time to publish official acts in the Diário da República.

M182 - INTERACTION BETWEEN THE PORTUGUESE TOURISM AGENCY AND BUSINESSES

→ 37 applications have been made under Line I, and 129 under Line II, of the Tourism Intervention Programme (PIT).

M048 - EUROPEAN HEALTH INSURANCE CARD

> By 31 January 3,927 card applications had been made via the Social Security Direct service

M211 - CORPORATE GOVERNING BODIES

As of 31 January, 264 requests for registration of alterations had been filed.

M043 - LABOUR AND EMPLOYMENT BULLETIN (BTE)

➤ The BTE has been accessed 284,000 times - 94,000 of them in November alone

M046 - REQUESTS TO REGISTER CHANGES IN FAMILY COMPOSITION

> 1,589 requests to register changes in family composition had been made by 31 January.

Detailed Results

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MEASURE	STATUS
M001 - National Database of Education Opportunities	
Creates the National Database of Education Opportunities (BNDOE). Among other things, this contains the data on the school network and the education/training opportunities offered by education establishments and groups of schools.	•
M002 - Full-Time School	
Simplifies the application, analysis and management processes for the "Full-Time School" measure.	•
Uses an online software programme to dematerialise both the collection of the information and other elements needed to apply, and the processes involved in analysing and managing applications.	
M003 - Online applications for higher education social action assistance	
Creates a system that allows applicants for higher education places to request student grants online, based on the models that are already being used for first-time grant requests.	•
Grant requests are submitted separately from applications for places, and are then electronically forwarded to the institution – be it state or private – to which the student in question is actually admitted.	
M004 - Electronic student's card	
Generalises the electronic student's card, which makes it possible to identify students, control access to premises and make payments.	

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MEASURE **STATUS**

M006 - Simplification of national and international mobility mechanisms for higher education students and graduates

Develops a simple, debureaucratised system for ensuring the mobility of higher education students and graduates, both in Portugal and abroad. The system is based around four distinct but complementary actions: (1) Making it easier for higher education students to enter Portugal in order to continue their studies, and quickly and objectively recognising the academic and vocational training they have already acquired; (2) Creating a simplified set of rules for re-registering with the same or a different education establishment, with credits for academic and vocational training that has already been acquired; (3) Making the academic path of higher education students more flexible, and allowing them to register for various different curricular units at the same or different institutions; (4) Simplifying the system for recognising foreign degrees in Portugal, to include the various different study cycles (bachelor's degree (licenciatura), master's degree and PhD), based on the mechanism that already exists for PhDs, particularly by (i) making the procedure for determining the list of applicable degrees faster and more responsive; (ii) extending the mechanism to bachelor's degrees (licenciaturas) and master's degrees; and (iii) including an automatic procedure for converting grades obtained for the latter two levels of degree.

The first three of the four actions are for students who are currently in higher education, and all the recognition and credit processes must follow the European Credit Transfer and accumulation System (ECTS); the fourth action is targeted at graduates who have obtained their bachelor's degree (licenciatura), master's degree or PhD abroad.

MEASURE	STATUS
M007 - More flexible temporary mobility for teachers and researchers Makes it easier for teachers and researchers to be temporarily mobile, particularly when they are detached from public higher education or other public institutions to private bodies which engage in significant scientific and technological work. The measure is also intended to facilitate mobility from enterprises, private not-for-profit institutions, and	•
public bodies to higher education institutions and scientific and technological institutions that are publicly owned or possess public utility status. M010 - Accumulation of functions	

Simplifies the processes involved in requests by preschool, basic and secondary education teaching staff to accumulate more than one function at a time.

Dematerialises the annual requests in this respect by developing an online software programme.

M011 - The Culture Website

Brings information and services that are available from culturally important bodies and are currently scattered in many places, together in one location. Among others, the bodies involved include museums, libraries, artistic production organisations, foundations, and associations.

Provides electronic access to information on Portugal's cultural and linguistic heritage.

Makes existing cultural directories more visible – especially the regional ones developed by regional cultural offices.

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MEASURE	STATUS
M012 - Requests for Services via Internet	
Increases the services offered on the Citizen's Website, by including online requests for certificates from the various District Archives.	
M013 - Virtual reference room	
Converts catalogues and inventories that currently only exist on paper at the National Archive Institute (IAN/TT) into an electronic format, and simultaneously speeds up the process of describing archive items and makes it more flexible, with a view to making new descriptive records available on the Internet more quickly.	•
W044 0 II	
M014 - Online musical scores and excerpts Makes scores and excerpts of music by Portuguese composers that are in the public domain available online, while safeguarding copyright and related rights. This measure makes it possible for institutions that programme concerts, performers, and the general public to access our musical heritage faster and more easily.	•
<u>M015</u> - Digital information centres - Artistic production organisations (National Theatres, The National Ballet Company - CNB)	
Ensures that the memories of artistic production organisations (Nation-	

al Theatres, The National Ballet Company - CNB) are preserved in a digital archive. While safeguarding the appropriate copyright and related rights, this archive contains an organised and interrelated presentation of their documentary heritage, including books, programmes, promotional materials, audio and video recordings, costume and prop designs, set designs, photographic dossiers, the programming of the

different premises, and other performance-related documents.



MEASURE	STATUS
<u>M016</u> - Register of cinematographic and audiovisual enterprises	
Provides the conditions needed to create and update the register of properly constituted cinematographic and audiovisual enterprises. Registration is a legal requirement for all private individuals and bodies corporate that trade in the production, distribution, exhibition of cinematographic or audiovisual materials, as it is for film/recording, dubbing and subtitling laboratories and studios, and technical equipment and resource companies. The data for this registration will be collected in a simple way, and the resulting information will be electronically stored and incorporated into ICAM's internal activity management system (e-Sig). The measure provides for information quality control and validation mechanisms, as well as for mechanisms for communicating with cinematographic and audiovisual enterprises about the reception status of the registration data. This communication process will tell the companies concerned about any anomalies and/or the need for addi-	

M018 - Virtual PORBASE

tional information/documentation.

Automates the process of sending the bibliographic records of the participating libraries to the National Bibliographic Database (PORBASE).



MEASURE	STATUS
M019 - National Public Library Management System	
Develops the "National Public Library Management System" (SGRNBP), in such a way as to enable it to support multiple projects at each participating body (local authorities and so on) and manage the resulting information flow.	
Includes new functions for managing applications from municipal authorities in the Autonomous Regions.	•
Includes new functions for calculating statistics related to the work and investments of the National Public Library Network (RNBP).	
The System is integrated with the Portuguese Book and Reading Institute's (IPLB) Information System, and the IPLP's Intranet and Website.	

${\underline{\tt M020}}$ - The IPLB (currently the DGLB - Directorate-General of the Book and Libraries) User Reception Desk

Creates the Portuguese Book and Reading Institute's (IPLB) Service Desk, which is to be: a condensed instrument containing structured information about the services provided by the IPLB; and a direct means of communicating with users about the procedures concerning applications made under the different programmes, and about making contents in the book and reading field available and publicising them.

The measure also includes a study on the possibility of integrating autonomous information networks via future partnerships in the cultural field.

Provides information about services in relation to the promotion of reading, public libraries, the publication of works by Portuguese authors abroad, official Portuguese presences at international events, and Portuguese publications, bookshops and authors.

	MEASURE	STATUS
	M021 - National Library - circulation and loan of works	
	Reformulates the procedures for requesting the loan of works that belong to the various National Library collections and makes them automatic, thereby progressively doing away with paper formats.	•
	M022 - Reproduction of documents	
	Makes the reproduction process faster and more responsive, by redefin-	•
	ing it, improving the computerised control system, and updating the	
	electronic document reproduction request forms.	
	MO23 - More flexible registration of ".pt" domain names	
	Makes the registration of ".pt" domain names on the Internet more	•
	flexible, with costs that are similar to or lower than the best interna-	
	tional practises, and with the introduction of electronic billing.	
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	M024 - Electronic management of calls for tenders	

Dematerialises and simplifies the processes related to calls for tenders designed to support the arts and other cultural areas and domains, and provides online information about the forms of support and the subsidies that are available and awarded in the cultural field. It will be possible for the related procedures – particularly the submission and evaluation of applications and the monitoring of projects that receive support – to be carried out electronically. This initiative will be put into place at various different Ministry of Culture bodies: the IA; ICAM; and the Re-

gional Cultural Offices (DRCs).

MEASURE	STATUS
M025 - The Territory/Arts Programme - online contract platform The Territory/Arts Programme, which is a virtual workshop that has been created under the Arts Institute (IA) umbrella, is now fully operational. It is designed to promote the travelling and decentralisation of cultural activities and exhibits, thereby stimulating both the offer of and demand for artistic activities. It does this by registering, contracting and scheduling them online, and is particularly targeted at the cultural agents themselves and municipal authorities.	•
 M026 - Ticket reservations and payments via Internet Creates an Internet-based system for reserving and paying for tickets for all the Ministry of Culture's artistic production organisations. Makes it easier for the public to gain access to theatrical and dance performances. Simplifies the process of reserving and buying tickets. Fosters access by new audiences. 	•
M027 - Online information about bodies with backing from the Ministry of Cul-	

 $\underline{\text{MO27}}$ - Online information about bodies with backing from the Ministry of Culture

Provides all the relevant information permitted by law about organisations that receive backing from the various different Ministry of Culture bodies, particularly in terms of the types of support granted, the cultural and artistic activities that receive backing, the amounts paid and what they are to be used for, and monitoring reports.

M028 - The e@Authentic Project

Involves the technological reconversion of the existing system for authenticating videos and DVDs. The new version is evolving in the sense that it now authenticates both works and contents that fall within the scope of the Ministry of Culture's area of responsibility.

MEASURE STATUS

 ${\underline{\sf M029}}$ - Information about the professional insertion of higher education graduates

Creates a website that provides non-personalised information about the professional insertion of higher education graduates. This increases transparency in the relations between higher education institutions and the market, and furnishes students, their families, and employers with indicators to help them in their choices. Each higher education establishment will gather information about its graduates' professional careers in the five years after they obtain their degrees, and will pass it on to a joint system. The measure also provides for the treatment and publication of significant information about unemployment among higher education graduates.

M030 - Temporary work

Revises the legal rules governing temporary work. Does away with the need for an authorisation to extend the term of contracts.

M031 - Non-teaching staff

Simplifies authorisations required in processes involving the reclassification of non-teaching staff and the grant of equivalent status or leaves of absence.

Simplifies the procedures for awarding or implementing: status equivalent to that of grantees; one year's unpaid leave; long-term unpaid leave; the return to duty at the end of a period of long-term unpaid leave; and professional reclassification / reconversion.

A website provides five forms and assistance with completing them.

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MEASURE	STATUS
M033 - Air Force recruitment	
Creates electronic application and information request forms for people who are interested in joining the Air Force, thereby doing away with the need to physically go to a Recruitment Centre.	•
M034 - Recruitment legislation online	
Electronically lists the rules and other legislation governing the recruitment process, thereby making it simpler for people who want to join the Air Force to find the necessary information.	•
M035 - Applications to the Naval College	
Simplifies and dematerialises the application processes.	
<u>M036</u> - Naval recruitment	
Develops and implements a computerised test system.	
M037 - Declaration of completion of military service	
Makes the processing of requests for declarations of completion of military service (needed to apply for positions in Public Administration bodies) faster and more responsive.	•
Makes it possible to complete and send declaration requests made under the terms of Article 30 of the Regulations governing Incentives for the provision of voluntary (RV) and contractual (RC) military service online.	

MEASURE

M038 - Applications to join the GNR and PSP Police Forces	
Simplifies and dematerialises the processes involved in applying to join the National Republican Guard (GNR) and Public Security Police (PSP) at "constable" level.	•
The GNR and PSP websites now provide application forms and the possibility of completing the applicable documentation and attaching the required qualifications certificates and other documents online.	
M040 - Contact via SMS with jobseekers and employers	
Develops a system for sending and receiving SMS messages as a primary means of contacting both jobseekers and potential employers.	•
M041 - New virtual spaces for employment and training opportunities	
At Job Centres, provides "Self-Service Employment" spaces with a varied range of resources that help people look for employment and training solutions.	•
M043 - Labour and Employment Bulletin	
Restructures, simplifies and dematerialises the <i>Labour and Employment Bulletin</i> (BTE), which is no longer published on paper. This online consultation has thus made the Bulletin more accessible to both individuals and businesses.	•
M046 - Requests to register changes in family composition	
Simplifies and dematerialises requests to register changes in the	•
composition of a family, using the "Social Security Direct" service on the Internet.	

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MEASURE	STATUS
M047 - Birth and family supplement benefits	
Simplifies and dematerialises benefit requests linked to births and family supplements.	
Permits Internet applications for maternity, paternity, adoption, and parental leave benefits, on condition that the child is already registered on the Social Security Information System (SISS).	•
Permits Internet applications for family supplement benefits in typical situations, on condition that the child is already registered on SISS.	
M048 - European Health Insurance Card	
Enables beneficiaries of the general Social Security System to apply for a European Health Insurance Card via Internet.	•
<u>M049</u> - Improved user information	
Diversifies the channels that provide social security information.	
Electronically provides Social Security System users with information about the approval of benefits, the processing of supplements, notifications of deadlines, etc.	•
<u>M050</u> - Subsidies for assistance to descendents	

This measure simplifies the process of awarding subsidies for people who need assistance with descendents, as part of the policy of protecting the right to maternity, paternity and adoption. It does so by waiving the requirement to submit an application, and making use of the information that already exists in the Certificate of Temporary Incapacity due to Illness

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MEASURE	STATUS
M051 - Youth Rental Incentive	
Simplifies the process of gaining access to the "Incentive for Young People to Rent Accommodation" (IAJ), by making it possible to apply for the Incentive, monitor applications and communicate via Internet. Electronic application forms are available on the National Housing Institute's (INH) website. The measure simplifies online applications and provides instructions designed to reduce both the number of mistakes people make when they fill them out, and response times. It also establishes priorities and criteria for access to the Incentive, thereby ensuring greater transparency in the selection processes; and it creates web-based communication channels between the programme manager and users.	•
The measure also simplifies the overall monitoring of the programme, by creating the conditions needed for data and indicators to be made available electronically.	

MEASURE	STATUS
M052 - Rent subsidies	
Simplifies the implementation of the New Urban Rental System (NRAU), by providing both the electronic application forms and the information required for a subsidy to be awarded, online.	
The measure organises a single, simplified model for the dematerialised (and web-based) management of the NRAU rent subsidy. It does so on four levels:	
An application by the property owner.	
An inspection process.	•
 Information on the current amount of both the rent itself and the applicable rent subsidy. 	
The actual grant/renewal of the rent subsidy.	
Simplifies online applications and provides completion instructions.	
Increases the transparency of the responses to applications, by clarifying the award criteria.	
Simplifies the overall monitoring of the award of rent subsidies, with links to the Housing and Urban Rehabilitation Observatory (OHRU).	

M053 - Subsidised housing loan

Simplifies the procedures for both the subsidised housing loan-holders themselves and the lending banks, by dispensing the former from the annual requirement to submit proof of income and family composition (when that composition remains unchanged), and by dispensing the latter from the task of collecting and treating data that are needed to calculate the applicable class of subsidy.

As part of this measure, the Directorate-General of Taxes (DGI) will in future take data provided by the Directorate-General of the Treasury (DGT) and use it as the basis for deciding the class of subsidy to which loan-holders are entitled.



MEASURE	STATUS
<u>M054</u> - Online retirement	
Makes it possible to apply for pensions and other social benefits using electronic forms that are available on the General Retirement Fund's (CGA) website. Covers applications for the civil service retirement pension (by both current and former subscribers to the civil service system), for the general retirement pension, for calculations of the number of years worked, for medical boards, and for the following family benefits: the family supplement for children and young people, the funeral subsidy, the subsidy for assistance to third parties, and the lifetime monthly subsidy.	
This measure is designed to improve levels of service, make things more convenient for users, make the fact-finding phase of the process faster and more responsive, and ensure a higher level of accuracy and consistency in the information that is loaded into the system.	



MEASURE STATUS M055 - Retirement - real-time proof of income Dispenses users from the annual requirement to provide documentary proof of income. The right to the subsistence pension, to the pension for death while on duty, to the subsidy for death, and to family benefits for some classes of inheritor, the pension for exceptional and important services to the country, and the pensions for exceptional merit in defence of freedom and democracy, all depend on the General Retirement Fund (CGA) knowing the level of the applicant/beneficiary's level of income. The Directorate-General of Taxes (DGI) will now provide this information directly to the CGA in an electronic format. This measure relieves people of the need to inform a Ministry of Finance / Public Administration body of their income a second time each year. It represents an enormous saving in time and resources for the private individuals concerned, the postal service, and the CGA, inasmuch as the old system meant that every year tens of thousands of letters and other documents had to be printed, put in envelopes, sent,

and then received and recorded on the information system.



MEASURE	STATUS
<u>M056</u> - Retirement - real-time proof of academic success	
Dispenses users from the annual requirement to provide documentary proof of academic success.	
Maintaining the right to the subsistence pension and other death-related pensions is dependent on the beneficiaries continuing to be successful in their studies, which is why the General Retirement Fund (CGA) is obliged to require them to prove this every year.	
In future, the Ministry of Education will send this information directly to the CGA in an electronic format.	•
This measure means that people no longer have to prove their academic situation by means of certificates issued by the learning establishment they attend. It represents an enormous saving in time and resources for the private individuals concerned, the postal service, and the CGA, inasmuch as the old system meant that every year tens of thousands of letters and other documents had to be printed, put in envelopes, sent, and then received and recorded on the information system.	



MEASURE STATUS

M057 - Retirement - development of a new control system

This measure uses a fully dematerialised electronic circuit to link the General Retirement Fund (CGA) to the departments and bodies that have direct knowledge of anything which would prevent, modify or cancel the right to benefits grated by the CGA. Among other things, the CGA needs real-time access to the following information about its users: Ministry of Justice - nationality, residence and marital status; Ministry of Finance and Public Administration - family situation as declared for tax purposes (permanent partners); Ministry of Labour and Social Solidarity - benefit applications made under other social security systems, and pensioners' professional status (the latter information is indispensable to the application of the rules that govern the accumulation of pensions with active remuneration, as laid down by Law no. 52-A/2005 of 10 October 2005 and Executive Law no. 179/2005 of 2 November 2005). Without access to this information, the work of detecting and penalising fraudulent situations would continue to be hampered.

the unified pension.

MEASURE **STATUS** M058 - Retirement - Reciprocal access to information systems Provides an electronic framework for the intense volume of paper-based information that causes bottlenecks at the CGA, ADSE, and the National Pensions Centre (CNP) every day. Dematerialises the exchange of information needed to register users with ADSE (which requires them to have been subscribers to the CGA) and to implement the unified CGA/CNP pension scheme. The CGA will supply the data the other institutions need by creating a password-protected access to the CGD website, while they will in turn provide access to the data they hold via a similar mechanism. CNP and ADSE will thus obtain the data they need for their work directly from the CGA information system. This replaces the existing manual circuit, which has involved issuing hundreds of declarations, certificates and letters each day and sending them by traditional means of communication - post and fax - or even having the individual beneficiaries themselves hand-carry them from one place to another. This measure is designed to achieve a huge saving in time and resources, and to reduce the time it takes to respond to applications for

M059 - Unified pensions - dematerialised reconciliation of accounts

Substitutes e-mailed files for the immense volume of paper which the General Retirement Fund (CGA) and the National Pensions Centre (CNP) currently send to one another in relation to monthly information about the funds they spend on unified pensions.

This measure will free up resources for tasks that are more visible to and useful for users, will instantly record the amounts that each institution has to pay on their information system, and will do so without errors.

MEASURE	STATUS
<u>M060</u> - Length of military service completed by former combatants	
Makes the procedure for requesting declarations of the length of military service completed – which former members of the armed forces who saw combat need for retirement purposes – faster and more responsive.	•
Makes it possible to complete and send requests for such declarations (issued under the terms of Laws nos. 9/2002 of 11 February 2002 and 21/2004 of 5 June 2004) online.	
<u>M061</u> - Information of interest to former combatants	
Provides online access to information that is of interest to former members of the armed forces who saw combat – particularly contacts, events, statistics, FAQs, and legislation concerning the calculation of length of military	
service, combat-related post-traumatic stress, prisoners of war, and qualification for handicapped veteran status.	•
Makes it possible to view the register containing the calculation of length of military service under the terms of Law no. 21/2004 of 5 July	
2004, and permits the monitoring of the status of any correspondence	

M062 - The IASFA Website

which the interested party sends to the DAAC.

Develops and implements the Armed Forces Social Action Institute's (IASFA) website.

Creates intranets, extranets and preferential web-based accesses for both beneficiaries of Illness-related Assistance to Members of the Armed Forces (ADM) and Complementary Social Action (ASC), and the bodies that provide those services.

Creates mechanisms for making official documents (declarations, certificates, and others) available to beneficiaries online.

(DASM).

MEASURE	STATUS
M063 - Consolidation of legislation concerning ADM	
Updates the legal and regulatory framework concerning Illness-related Assistance to Members of the Armed Forces (ADM), including by integrating the legislation for all three branches of the Forces.	•
<u>M064</u> - Modernisation of IASFA	
Improves the functional, organisational and operational structure of the illness-related assistance provided to members of the armed forces.	•
Resizes the number of user-reception points that deal with beneficiaries of the Armed Forces Social Action Institute (IASFA), in accordance with their geographic location, real numbers, and specific needs.	
<u>M065</u> - ADM-related communication systems	
Develops and implements systems for automatically creating, updating and optimising the information in the Illness-related Assistance to Members of the Armed Forces (ADM) system and for communicating, interfacing and exchanging it with both official and private third-party systems.	•
M066 - Navy Social Assistance (ASM)	
Activates a call centre at the Directorate of Navy Social Assistance	•

MEASURE	STATUS
<u>M067</u> - Legal rules governing Town and Country Planning Instruments (RJIGT)	
This measure simplifies planning processes and makes them more flexible, by revising the RJIGT in the following ways:	
It clarifies concepts.	
It simplifies the contents of plans and makes them more flexible.	
It simplifies administrative procedures.	
It reduces Public Administration response times.	
The measure also strengthens social dialogue processes.	

M069 - SNIT - OT/U Website

Operationalises the "National Territorial Information System" (SNIT), which is articulated at the national, regional and local levels. It does so by:

- Systematising essential geography-based information and making it available for use.
- Creating Internet access (OT/U website) to the information on the content and requirements for town and country plans and other planning processes.

Establishes web-based channels for communication between private individuals and the Public Administration in relation to planning matters.

M070 - AIA Digital

Develops and implements electronic procedures for use in environmental impact assessment processes and the associated workflow.



MEASURE STATUS

M071 - e-Geo

Simplifies the procedures for providing electronic consultation and shopping (e-Geo) services to private individuals.

The consultation services will involve the provision of information on:

- Geodesic references (coordinate systems, tidal records, data from permanent GPS stations).
- · Cartographic series.
- The National Geographic Information System (SNIG metadata; implementation of the EU "INSPIRE" European geographic information infrastructure measure).

The Internet shop will involve mechanisms that will enable customers to order and pay for IGP products from home – particularly cartographic information in a digital format, image maps, satellite images, and the "Digital Terrain Model" (MDT).

The National Geographic Information Infrastructure will provide network services that permit interactive consultation of the information which the IGP makes available to private individuals, such as the "Official Administrative Map of Portugal" (CAOP), the coordinates and elevations of geodesic vertices, gravimetric and tidal data, the 1:500,000 and 1:2,500,000 Maps of Portugal (raster format) series, the 1:600,000 Hypsometric Map of Portugal, the "Land-Use Map" (COS), the Ancient Cartography series (which is also available free of charge), and sections of the Land Register (under the terms of a specific Land Register measure).

M072 - Marriage, divorce and separation at Civil Registries

Eliminates and simplifies Civil Register acts related to the processes of marriage, divorce, and legal separation.

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MEASURE	STATUS
M073 - Recording births at Civil Registries	
Eliminates and simplifies Civil Register acts linked to birth-related processes. Particularly makes it possible to register births away from the Registry itself – at a hospital, for example.	•
M074 - Integrated "Inheritance" Desk	
Concentrates the main official acts related to deaths and the registration of property and other items included in a deceased person's estate at the various Property, Motor Vehicle and Trade Registries and the Citizen's Shops. These acts continue to be undertaken in the presence of a public official, but registration certificates are no longer necessary and notarisation is now optional.	•
<u>M075</u> - Simplifies the formalities following divorce	
Concentrates the formalities involved in the divorce process and the subsequent official acts at a single desk.	•
M076 - Simplifies the formalities involved in selecting a marital system	
Allows couples to choose marital systems other than the standard "acquired property" regime at the Civil Registry. This choice is made in the presence of a public official, but notarisation is now optional.	•
<u>M077</u> - Responsibilities of Civil Registries	
Progressively does away with the system whereby a given Civil Register is responsible for a particular geographic area.	•
Makes it possible to perform any Civil Registry act (registration of birth, marriage, divorce) at the Registry of the user's choice, wherever it may be located.	

MEASURE	STATUS
M078 - Improved user reception at Civil Registries	
Gives more registration-related responsibilities to assistant conservators and other senior Civil Registry staff.	
M079 - Opening hours of the new registry services	
Extends the public opening hours of the new registry services, which have been organised around a new user-reception model; and makes those services available for longer each day.	
M080 - Electronic complaints	
Creates a single virtual user-reception and complaints desk, which is at the heart of a personal safety and security website that will be able to provide people with integrated access to both all the information they need to protect themselves against threats to their personal safety and security, and the various programmes and microsites that exist for the protection of crime victims.	•
M081 - "Safe Summer - Direct Key"	
Permits online registration with the Safe Summer programme via the PSP and GNR Police Forces' microsites. This programme is designed to help protect homes when people are away in the summer, as well as to provide vital information about passive protective measures, and an electronic mailbox for contact purposes.	•

communication with the PSP and GNR Police Forces, by operationalising a permanent online system for registering objects that are lost or found with

the Security and Police Services.

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M083 - Green Channel for holders of electronic optically-read passports Within the overall framework of the digital safety and security programme, this measure provides the technological and organisational solutions needed to create a green channel for people who cross air and sea borders using an electronic passport, and other passengers holding the credentials needed to use electronic border-crossing points. Creates mechanisms that predict passenger movements and dematerialises procedures, thereby at the end of the day improving the quality of the way in which people are treated. Based on the use of this new electronic border control system and the system for forecasting passenger movements, this measure does away with paper embarkation/disembarkation records, on condition that the	MEA	SURE	STATUS
this measure provides the technological and organisational solutions needed to create a green channel for people who cross air and sea borders using an electronic passport, and other passengers holding the credentials needed to use electronic border-crossing points. Creates mechanisms that predict passenger movements and dematerialises procedures, thereby at the end of the day improving the quality of the way in which people are treated. Based on the use of this new electronic border control system and the system for forecasting passenger movements, this measure does away		<u>M083</u> - Green Channel for holders of electronic optically-read passports	
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system for forecasting passenger movements, this measure does away	pro	ocedures, thereby at the end of the day improving the quality of the way	•
traveller holds a passport which is electronic or can be optically read in some other way.		system for forecasting passenger movements, this measure does away with paper embarkation/disembarkation records, on condition that the traveller holds a passport which is electronic or can be optically read in	

M084 - Elimination of duplications in the visa register

Records visas issued by the Ministry of Foreign Affairs directly on the Borders and Immigration Service's (SEF) information system, thereby doing away with the duplication of the work involved in registering foreign citizens' personal data with SEF, and significantly increasing the degree of security with which such persons are identified.

MO85 - National Fire Service Census and Register (SNRCB)

Creates, develops and implements the National Fire Service Census and Register, which is composed of:

- A Register of Humanitarian Fire Brigade Associations (AHBs) and other bodies that are responsible for fire services.
- A computerised system for carrying out the national census of Portuguese firemen and women: a register of the active, reserve and honorary firemen and women in each service; their personal files; and a system for automatically issuing their special identity cards.

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MEASURE	STATUS
M087 - Applications under the Firearms Law	
Supplies all the forms needed to make the applications and requests provided for by the Firearms Law.	

M088 - Explosives (legal framework)

Simplifies and updates the legal framework applicable to explosives, by eliminating outdated control mechanisms and opening up the path to both the intensive use of new digital security technologies and a partnership between the State and the sector's stakeholders that will permit the use of new formulas for managing risks and preventing dysfunctions.

<u>M089</u> - Geographic positioning in Portuguese territory

Simplifies access to geographic positioning in Portuguese territory by making NTRIP [Networked Transport of RTCM (Radio Technical Commission for Marine Services) via Internet Protocol] corrections that can be used by GPS (Global Positioning System – a satellite navigation and positioning system) available on the Internet. This measure involves:

- The installation of 17 reference stations.
- The organisation of an online user registration form.
- Publication on the Internet of the NTRIP positioning corrections.

Adopting and implementing this system will make it possible to obtain highly precise real-time coordinates anywhere in Portuguese territory. It also offers the following advantages:

- In the field, it reduces the human and logistical resources required by the whole community that uses GPS equipment for topographical, cartographic and land registry purposes.
- It basically halves the cost involved in buying GPS and other complementary observation equipment.
- It increases real, effective output.

MEASURE	STATUS
<u>M090</u> - Fast-Track Homebuying Scheme - Making buying and selling property easier, at a single desk	
Simplifies the process of buying and selling property and makes it faster and more responsive. The measure addresses every aspect of and procedural step in the process. It does away with certain formalities and makes it possible to complete all the official acts at a single desk at a Property Registry or Citizen's Shop. For example, at the Fast-Track Homebuying Scheme Desk it will be possible to pay the IMT tax, ask for exemption from the IMI tax, sign the purchase/sale contract for the property in the presence of a public official, and apply for the applicable registrations.	

M094 - Rural property registers

Computerises at least 50% of the country's rural property registers.

Promotes gains in efficiency, and makes a set of services concerning rural property registry information available on the Internet. This makes it unnecessary to go to a tax office, particularly in the following situations:

- When an owner needs to consult his/her property's tax records.
- The issue and updating of property tax ownership records.
- When public bodies need to consult a property's tax records.
- The submission of the Model 1 declaration form in relation to the paid transmission (i.e. excluding donations between family members, inheritances...) of a property (IMT).
- Payment via Internet of the IMT on the transmission of a rural property.

MEASURE	STATUS
M095 - Geometric property register Simplifies access to the geometric register of rural properties, which can now be consulted via Internet, thereby making it more efficient and easier to provide and update information. Optimises the consultation of the status of administrative complaint processes via Internet.	
M096 - Online vehicle purchases and sales Makes it possible to buy or sell automobiles and request the ensuing registrations via Internet, thereby avoiding the need to physically go to the registry and spend time queuing there.	•
M097 - Online vehicle liens Makes it possible to request the issue of a lien on an automobile via Internet, thereby avoiding the need to physically go to the registry and spend time queuing there.	•
<u>M099</u> - Online declaration of public utility for expropriation purposes Dematerialises the fact-finding process involved in local authority applications for declarations of public utility. Municipal authorities can now send the necessary information to, and exchange correspondence with, the fact-finding body by e-mail.	•

MEASURE	STATUS
M100 - System for locating Portuguese citizens abroad	
As part of the creation of the Consular Emergency Office (GEC) at the Ministry of Foreign Affairs, this measure develops and implements a real-time online information system for knowing how many Portuguese citizens are in a given foreign country, be it as permanent residents or temporary visitors, and identifying the place/area where they are to be found.	•
The idea behind this computerised system for locating Portuguese people abroad is to ensure a fast and effective intervention that provides immediate support in situations involving emergencies, dangers, or disasters.	

M101 - Non-residents' fiscal obligations

Simplifies the fiscal obligations of non-residents, by halving the existing number of forms (12) needed to make applications under conventions on the elimination of dual taxation.

Makes it possible to apply for and automatically issue certifications of residence online. Makes existing taxpayer numbers (NIFs) available in the case of requests for the issue of special NIFs.

Changes the deadline for the submission of the Model 30 form to the end of February, thereby speeding up assessments of, and decisions on, tax refund requests made by non-residents.

Makes it possible for non-residents to change their legal representative via Internet, thereby enabling non-resident taxpayers to appoint or change their official representatives for tax purposes in Portugal.

MEASURE	STATUS
M102 - Issue of residence permits	
Simplifies the process of collecting data needed to issue residence permits.	
This measure does away with the paper and the procedural steps involved in collecting data needed for the issue and personalisation of foreigners' residence permits under the terms of the new Immigration Law. In doing so, it increases security, simplifies procedures, and speeds up the treatment of the data.	•
M104 - The SEF Website	
Creates specific, complete information supports on the Borders and Immigration Service's (SEF) website. Taken in articulation with the existing Multi-channel Contact Centre (CCM), this will make it possible to provide foreign citizens with all the information they may need in order to exercise their rights, particularly in relation to the changes made by the latest legislation.	•
M105 - Decentralised reception desks for immigrants	
Opens decentralised reception desks for foreign citizens who reside or wish to reside in Portugal.	•
M106 - Residence permit renewals	
Decentralises the treatment and issue of residence permit renewals to the level of individual municipal authorities.	•
M108 - Passes and books of tickets	
Dematerialises the passes and books of tickets for use on the Transtejo and Soflusa river ferries. Simplifies the process involved when users renew and validate public transport tickets.	•

MEASURE	STATUS
M110 - Informed driving professionals	
Creates sources of information on the Directorate-General of Road Transport's (DGV) website that are designed to provide professionals in the driving field (examiners, directors, instructors) with everything they need in that respect.	•
M112 - Alerted inspection professionals	
Inspectors are now alerted to the need to renew their licences in the six months before they expire. These warnings are accompanied by all the necessary procedural information.	•
M114 - Dematerialisation of the licence issue process	
This measure provides for the computerised issue of the vehicle inspector's licence.	
M117 - Elimination of certificates required by public departments and services	
Takes the steps needed to ensure that public departments and services communicate with one another in such a way that people no longer have to provide one such department or service with proof of information that is already in the hands of another one.	•
M118 - The "I Lost my Wallet" Desk	
Facilitates the reissue of a range of personal identity documents by various Public Administration departments and services, particularly in the event that the originals are stolen or lost. Provides an integrated service at a single desk, thereby avoiding the need to physically go to various bodies.	•

If the documents have been stolen, the desk also handles the process

of informing the police of the theft.

MEASURE	STATUS
M119 - Waiver of the submission of certificates to ADSE	
It is no longer obligatory for approved service providers to provide ADSE with certificates showing that they are up to date with payment of their fiscal and social security responsibilities in order to be paid by ADSE. ADSE now arranges this confirmation directly with the DGCI and the Social Security Service.	•

M120 - Creation of a database of official bodies

Improves the management and integration of information about the departments, services, organisations and bodies included in the various Bodies that exercise Sovereign Power, the Central Administration, the Regional Administration and the Local Authority Administration, thereby providing a sole point of reference for organisational information.

The idea is to reduce the amount of redundant information, provide a support for information systems that have already been developed on a sectoral basis, and share data with other, more general information systems which need them.

It also seeks to reduce context costs for both the Public Administration and the general public, who will now have access via the Citizen's Website to a congruent and constantly updated general database on all the different bodies that go to make up the State.

This project is transversal to the whole Public Administration and will be in a position to interact with other databases.

MEASURE	STATUS
M121 - National Geographic Information Infrastructure	
Facilitates access to the basic geographic information contained in the National Geographical Information Infrastructure (IENIG).	
Provides the platform which forms the basis for IENIG. This platform meets the applicable international standards and makes it possible to:	•
 Search and view metadata, and view and use the geographic information (GI) itself. 	
 Consult, use and import data, with the use of e-commerce services where necessary. 	
 Access catalogue services, including the National Cartographic Register. 	
M122 - Georeferencing	

M123 - Metrological control

and services, thereby making them easier to locate.

Simplifies the regulation of mandatory metrological controls by a generalised updating of the regulations governing the measurement instruments that are subject to such controls. The new legislation will permit direct, easy and integrated consultations, without the need for references from one text to another. The forthcoming changes will also make it possible to increase the reliability of the implementation of the regulations by the national network of bodies which play a part in the metrological control system. At present, more than 680 such bodies are certified by the Portuguese Quality Institute (IPQ).

Includes georeferencing coordinates in the addresses of public departments

M124 - Electronic UDC

Creates a service that provides Internet access to the electronic version of the Universal Decimal Classification (UDC) scheme.

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MEASURE **STATUS**

M125 - Ministry of Justice departments and services

Simplifies and dematerialises some of the internal procedures of the various departments and services belonging to the Ministry of Justice.

2007 saw the beginning of the process of developing a document management system for the Ministry of Justice's departments and services. Its objective is to eliminate the use, circulation and filing of paper documents.

This process will be undertaken at the Directorate-General of Records and Notaries (DGRN), the Institute of Justice Information Technologies (ITIJ), and the Inspectorate-General of Justice Departments and Services (IGSJ).

<u>M126</u> - Budget management processes

Eliminates the need to send paper copies of documents concerning budget management processes.

Establishes mechanisms for sharing information between departments and services, with procedures that are articulated via the creation of a signature authentication code.

M127 - SIAudit

Develops and implements a web-based tool for drawing up and monitoring the fulfilment of the action plans and reports by the bodies that go to make up the State Financial Administration (AFE) service's Integrated Control System (SCI). It is intended to enable the various control bodies to cooperate with one another, thereby avoiding redundant operations and making it easier to identify areas of risk and areas that are not subject to control.

MEASURE	STATUS
M128 - Simplification of processes - The Navy	
Promotes the use of the Internet in order to facilitate the processes involved in state contracts, and to reduce both the cost of materials and the time it takes to supply them.	•
Generalises the acceptance of digitalised documents in pre-contractual fact-finding processes – particularly the order forms that are already available on the Internet	
M129 - Inspection and inquiry reports	
Makes the reports on inspections and inquiries conducted by the Inspectorate-General of Territorial Administration (IGAT) available on the Internet.	•
M130 - Local administration indicators	
Makes economic, financial, legal compliance, quality of life, and invest- ment indicators (among others) concerning local administration, includ- ing comparisons of the performance of different municipal authorities, available online.	•
M134 - Tax office forms on the Internet	
Makes all the forms that are currently sold at tax offices available on the Internet, thereby avoiding the need for taxpayers to physically go to a tax office to obtain them.	•
M135 - Public online Internet service at tax offices	
Begins a pilot project to make Internet access points with assistance for taxpayers available at tax offices.	•

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MEASURE	STATUS
M136 - Social Security payment offices	
Installs ATMs at Social Security payment offices, so that users can pay their contributions by cash card.	
M137 - Payment of Social Security contributions	
Develops and implements measures designed to progressively expand the payment of Social Security contributions via ATM.	
M139 - Incentive for the destruction of vehicles at the end of their life	
Reduces bureaucratic procedures by reducing the number of documents needed and making the mechanism for destroying the vehicle and issuing the respective certificate comply with both the Community and the Portuguese legislation on dismantling vehicles at the end of their life.	
Increases the number of places where vehicles can be handed in, which now include both Vehicle Inspection Centres (CIVs) and the dismantling operators licensed by the Ministry of the Environment (in the latter case the cost to the vehicle owner is now reduced to zero, whereas CIVs charge around €27, and waiting times are shorter because the vehicle does not then have to be taken to a dismantler).	•
Reduces the costs associated with the programme by about €40, by cutting the number of required forms and certificates and making it possible to deliver vehicles directly to dismantlers entirely free of charge. Reduces the time it takes to complete all the formalities associated with the programme by about a month.	
M444 Decreased according to a DCT's beautiful according	
<u>M141</u> - Payments and purchases via the DGT's homebanking service	
Enables users of public services to pay for them via the Directorate- General of the Treasury's (DGT) homebanking service, which accepts both ATM and online payments.	

MEASURE	STATUS
M142 - Bank transfers	
Stimulates the use of bank transfers by both private individuals and businesses, as a way to make collecting revenue easier.	•
Boosts the amount of funds received via bank transfer or ATM, by making them part of the range of functions available from the State Financial Collection Network (RCE).	
ing them part of the range of functions available from the State Finan-	

M145 - Electronic legislative procedure

Dematerialises the procedure involved in passing legislation, by introducing the use of qualified electronic signatures for a variety of formal acts that are constitutionally and legally required for the passage, enactment, ministerial counter-signature, verification and publication of all legislation.

M146 - Electronic transmission of official acts for publication

Uses electronic data transmission techniques to dematerialise the task of sending official acts which require publication in Series 1 or 2 of the *Diário da República* to the National Press (INCM, SA).

M148 - Military Census

Defines a new model for the Military Census. This model complies with the principle of "only asking people for the information that is strictly necessary and is not already in the hands of any State department or service", thereby helping to increase efficacy, dematerialise processes, and reduce operating costs.

MEASURE	STATUS
<u>M149</u> - Integration of computerised management systems at MFAP	
Integrates the computerised process management systems of the various bodies that belong to the Ministry of Finance and Public Administration (MFAP) with the decision-making systems used by the respective members of the government.	•
Members of the government at the Ministry of Finance and Public Administration now use a decision-making process that has been incorporated into a ministry-wide electronic document management system, with the exchange of digital documents between government offices, bodies and organisations.	
<u>M150</u> - Centralised register of licences and prior authorisations	
Introduces a system that creates a centralised record of all the different licences, prior authorisations and similar administrative requirements.	
Records free, up-to-date information about licences, prior authorisations and similar administrative requirements to which people's economic and other activities are subject, in a catalogue on the Internet, and makes it available to interested parties.	
<u>M151</u> - Simplification of the licensing of tourist developments	
Ensures a perceptible and sustained reduction in the administrative burdens and context costs caused by the processes involved in the licensing of tourist developments.	•
<u>M154</u> - Simplification of the licensing of the construction and use of buildings and individual housing units	•
Simplifies the processes linked to the implementation of the legal rules governing building and urban development.	

MEASURE	STATUS
<u>M155</u> - On the spot renewable energies Creates a simplified licensing system under which small producers of renewable energy can connect to the local low voltage electricity distribution network. Using software that is currently under development, interested parties will be able to apply on a real-time basis online to the management body for a one-year licence. The promoter will then be able to connect its system to the network automatically, using a design that has been pre-approved and a supplier that has been precertified by the management body.	•
M156 - Radio-electric licensing Simplifies the radio-electric licensing of the public land-based mobile telecommunications service. Automates the process of transferring data between ANACOM and public land-based mobile telecommunications operators (extranet) (Executive Law no. 151-A/2000 of 20 July 2000; Executive Law no. 11/2003 of 18 January 2003; Law no. 5/2004 of 10 February 2004).	•
M157 - Revision of the rules governing the setting up and operation of restaurant and beverage establishments Turns the system under which opening a restaurant or beverage establishment was subject to the prior issue of a mandatory licence, into one where the trader is simply obliged to make a declaration before beginning to trade. Simplifies and dematerialises the official acts that form part of this process, and articulates it with the legal rules governing building and urban development.	•

<u>M158</u> - Setting up and operation of tourist developments in rural areas

faster, more responsive and simpler.

Makes the process of licensing tourist developments in rural areas

MEASURE	STATUS
<u>M160</u> - Register of titles of periodical publications	
Does away with the need to provide the National Institute of Industrial Property Rights (INPI) with an official declaration proving that no periodical publication with the same name is already registered to someone else.	•
M162 - Licence to distribute and sell phytopharmaceutical products	
Simplifies and dematerialises applications for authorisation to distribute and sell phytopharmaceutical products.	
Makes electronic forms for requesting authorisation to engage in the business of distributing and selling phytopharmaceutical products available on the Ministry of Agriculture, Regional Development and Fisheries' website.	
M165 - Licensing of the agricultural use of muds	
Simplifies and standardises the application for licences to make agricultural use of muds.	•
Makes an electronic application form for a licence to make agricultural use of muds available on the Ministry of Agriculture, Regional Development and Fisheries' website.	
M166 - Licences in road protection zones	
Develops and implements Licence Management software for issuing licences to carry out works or use the land, soil or airspace in, below or above the area around roads. These licences can be applied for by private individuals or businesses, and cover accesses to the road, fences, the placing of signs, service areas, rest areas, and service stations.	•

The measure: enables different online services to collect and share information; does away with a number of procedural deadlines; reduces

costs and the use of resources; and makes the procedure faster.

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MEASURE STATUS

M167 - Authorisations and formal opinions in road protection zones

Develops and implements Licence Management software for issuing licences, authorisations and formal opinions concerning acts within road protection zones where the licensing responsibility belongs to local authorities.

Enables different online services to collect and share information. Reduces the time between the payment of fees and the issue of licence certificates. Promotes direct contacts with applicants as part of the process of obtaining elements needed to issue licences. Reduces costs and the use of resources. Makes the procedure faster.

M168 - Licensing - submission of formal opinions by promoters

Gives licence (energy and fuel) applicants the option to attach the formal opinions required by law to their initial applications, rather than waiting for the licensing authorities to commission them.

In this case the licensing authorities are simply required to verify the authenticity of the formal opinions in the event of any doubt as to their veracity.

This measure will make it possible to save up to two months in licensing processes – the average time it takes to consult the bodies which issue the formal opinions - as well as to avoid incoherencies, and avoid the need for experts to do the same work twice.

M169 - Dematerialisation of Civil Government forms

Makes electronic forms concerning matters which come under the authority of the Civil Governments – including among other things, applications to register alarms, and requests for authorisation to hold lotteries or ask for charitable donations – available on their websites.

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MEASURE	STATUS
M172 - The iDigital Project	
Reengineers the model for managing the aid and incentives provided for under the Common Agricultural Policy. Makes information available to their beneficiaries automatically and without bureaucracy.	•
Provides digital forms that enable people to interact with the Public Administration online via an Internet platform.	
Given its scope, this project was divided into 7 sub-measures, 3 of which were scheduled for completion in 2007.	
<u>M173</u> - Declarations of actual production and forecasts of the production of vegetatively propagated plant matter	
Simplifies, dematerialises, and accepts electronic submission (by associations or other interested parties) of the declarations of actual production and forecasts for the production of vegetatively propagated plant matter made by producers with licences in the horticultural, ornamental plant, fruit, wine, strawberry, and citrus growing fields.	•
M174 - Application for authorisation to uproot olive trees	
Makes an electronic form for requesting authorisation to uproot olive trees available on the Ministry of Agriculture, Regional Development and Fisheries' website, together with a list of the other documentation required.	•
M175 - The wine industry online	
Facilitates access to public services and simplifies and dematerialises the procedures linked to the winegrowing sector, particularly using an Internet-based technological platform to provide transactional services concerning the planting, use and harvesting of grapes and the production of wine, stocks, sales and shipping of wine-related products, and	•

the collection of the fee for the latter's promotion.

MEASURE STATUS

M176 - Dematerialisation of Douro Wine Certificates of Origin

Permits movements on current wine accounts, based on the electronic issue of DAAs (Accompanying Administrative Documents) that have been pre-validated by the Institute of Douro and Port Wines (IVDP, I.P.). The DAA is now the sole document needed to accompany bulk shipments of wine from the Douro Demarcated Region to the warehouse in Gaia.

M177 - Online transactions between Port and/or Douro wine operators

Makes it possible for commercial transactions between Port and Douro wine operators and the ensuing movements on current wine accounts at the Institute of Douro and Port Wines (IVDP, I.P.) to take place directly and electronically, in a secure and confidential manner.

M178 - Movements on the IVDP's current wine accounts

Permits the direct electronic recording of both monthly declarations of wine movements and the resulting movements on the current wine accounts at the IVDP.

M180 - Tourist services website

Integrates all the services provided by the Portuguese Tourism Agency (TP) in a single Internet-based access point. This facilitates cooperative interaction with both economic agents and private individuals, with a view to making the processes in the various areas covered by the Agency faster and more responsive.

can consult at any time.

MEASURE	STATUS
M181 - Framework for business projects in tourist support systems	
Simplifies electronic tools for showing whether business projects covered by the Portuguese Tourism Agency's (TP) support systems will comply with the applicable legal framework (application simulators), and makes them available online. Also applies to simulators that show whether projects will meet the contractual terms and conditions applicable to such subsidies.	•
M182 - Interaction between the Portuguese Tourism Agency and businesses	
In the fields that fall within the Portuguese Tourism Agency's (TP) areas of responsibility, simplifies and creates electronic forms for: applying for assistance; providing additional clarifications; requesting the payment of incentives; applying for authorisation to terminate projects; and applying for authorisation to adjust/alter projects or the contractual terms and conditions under which assistance is granted.	•
M183 - Digital signature of electronic documents	
Generalises the use of digital signatures on electronic documents used by the Portuguese Tourism Agency (TP).	•
Progressively introduces the electronic submission of documents and signature of contracts for assistance to businesses.	
M184 - Corporate current accounts	
Intensifies the use of electronic means of interaction between the Portuguese Tourism Agency (TP) and businesses during every phase of	•

administrative procedures, by creating a current account that a company

MEASURE	STATUS
<u>M185</u> - Complaints in the tourist sector	
Revises the complaint treatment and monitoring system. The measure speeds up the formalities involved in the process and creates direct interfaces with complainants, while simultaneously helping to define indicators and points of reference for quality in the sector.	•

M187 - Single Port Card

Creates the Single Port Card (CUP), which is an instrument for simplifying authorisation procedures and making them faster and more responsive, and for increasing levels of security and protection in both border controls and accesses to customs warehouses.

The Single Port Card (visual and digital) will be issued electronically and will be validated in advance by the different authorities and bodies concerned – those with responsibility for borders, maritime affairs, ports and port facilities. It will initially be brought in for the Port of Sines, which will become a point of reference for the rest of the country. The Single Port Card will make it possible to dispense with a whole range of authorisations that are currently issued by the above bodies.

M188 - Single Logistical Window

Creates the Single Logistical Window (JUL), thereby centralising the information and documentation related to the various bodies which operate within the logistical chain – particularly shipping agents, forwarding agents, land-based transporters, logistical operators, logistical park management companies, and businesses based at logistical parks – in a common platform. The idea behind this system is that working together with the country's ports, the future Logistical Platforms will position themselves as simplified units that add value to logistical chains by eliminating the bottlenecks which typically affect conventional chains.

MEASURE	STATUS
M191 - Fee system Revises and simplifies the system governing fees for the services provided by the Portuguese Institute of Maritime Transport (IPTM). The new system reduces the number of demesne fees (more than 700), extends the validity of some existing licences, and matches the amount of the fees to the costs incurred by the IPTM, thereby making the system more transparent and clearer for users.	•
M193 - Introduction of a SIBS-based payment system Offers users the option to pay for some of the services provided by the Portuguese Institute of Maritime Transport (IPTM) electronically, thereby making the payment process easier. Applies to the IPTM's operating systems (S2I and SIGPOR).	•
M194 - Ship visits and releases Simplifies and speeds up the process whereby the Portuguese Navy approves ship visits to, and releases from, the country's ports.	•
M195 - On the Spot Registration Document Speeds up the process of granting and revalidating the registration documents that enable construction companies to carry out certain types of work worth up to 10% of category 1 of their licences (currently 15,000 euros).	•



MEASURE	STATUS
<u>M196</u> - Annual revalidation of licences	
Permits the annual revalidation of licences based on the fiscal declaration submitted to the tax authorities.	
Creates mechanisms for the tax authorities and InCI to electronically share data contained in annual corporate (IRC) or personal (IRS) tax declarations and their annexes, or transfer them to one another, for the purpose of verifying compliance with the minimum conditions required to retain licences.	•
M197 - Simulators for entry into the construction trade, reclassification, revalidation, and the calculation of fees	
Provides online tools on the InCI website that enable companies to check whether they fulfil the requirements to enter and remain in the construction trade, or have their licences reclassified or revalidated, and to calculate the cost of those licences.	
M198 - Information on the payment of taxes and contributions Creates a protocol between the Ministries of Finance and Public Administration and Labour and Social Solidarity, which is designed to simplify the process of obtaining information about the tax/contribution payment situation of persons or bodies that apply for licences and certificates for business licensing purposes.	•

MEASURE	STATUS
M199 - Electronic application forms	
Provides simplified electronic application forms on the InCI website for companies in the construction and real estate sector whose business is regulated by InCI (construction companies, real estate agents, and individual real estate brokers). Also permits restricted online access to details of the status of such applications.	•
This measure is capable of being extended to activities which InCI may come to regulate in the future (e.g. real estate promotion, and the administration of condominiums).	
<u>M200</u> - Electronic forms for complaints and denunciations	
Provides an electronic form on the InCI website for private individuals, licensing authorities and the person or body who/which is responsible for a construction project to submit complaints about acts by companies which are regulated by InCI that allegedly break the law. This system uses a model which makes it possible to collect the essential information about the situation in question – particularly the authentication/identification of the person who has made the complaint.	•
M203 - Gas and liquid fuel installations - technical staff in charge	
Simplifies the rules for recognising the technical staff who are responsible for fuel installations, by permitting the involvement of the applicable professional associations (OE and ANET).	•
<u>M204</u> - Engine tax	
Studies the possibility of reducing or doing away with the tax on en-	•

gines that is paid by all registered vehicles.

MEASURE	STATUS
<u>M205</u> - Interaction between IAPMEI and businesses Within IAPMEI's areas of responsibility, simplifies and creates electronic forms for: applications for assistance; companies and other bodies in the business world to provide additional clarifications requested by IAP-MEI; the submission of counter-allegations; requests for the payment of incentives; requests for authorisation to terminate projects; and applications for authorisation to adjust/alter projects or the contractual terms and conditions under which assistance is granted.	•
M206 - Business project framework simulators Simplifies and provides electronic tools (application simulators) with online help for showing whether future entrepreneurial projects that fall within IAPMEI's areas of responsibility comply with the applicable legal frameworks, together with simulators for their implementation under the contractual terms and conditions applicable to the grant of benefits.	•
M207 - Digital signature of electronic documents Generalises the use of digital signatures on electronic documents within IAPMEI's areas of responsibility. Progressively introduces the electronic submission of supporting documents, and electronic contracts for the provision of assistance to businesses.	•

a specific website.

MEASURE	STATUS
M208 - Online certification of SMEs	
Gives IAPMEI the legal powers needed to certify small and medium-sized enterprises (SMEs), as part of the compliance with Commission Recommendation no. 2003/361/EC and any subsequent legislation.	•
Permits the electronic certification of SMEs, by creating the applicable form and dispensing with the need to provide documents that prove that the enterprise has been classified by the Public Administration or by the other bodies with protocols in this respect.	
<u>M210</u> - Current account for enterprises that apply for assistance	
Intensifies the use of electronic channels for IAPMEI's interaction with enterprises in every phase of both the administrative procedure concerned and the lifecycle of the application for assistance, by creating a current account which the enterprise can consult at any time.	•
M211 - Corporate governing bodies	
Dematerialises and simplifies requests for the Social Security Service to register changes in the members of corporate governing bodies, which can be made using the Social Security Direct service.	•
Enables companies to deregister ex-members of their corporate governing bodies via Internet.	
M212 - Private security companies	
Simplifies and dematerialises the procedures involved in the process of creating private security companies.	•
Increases the transparency of the way such procedures work, by systematically publishing the legally required data about their activities on	

MEASURE	STATUS
M213 - Payment by instalment of fiscal debts awaiting execution	
Simplifies and dematerialises the issue of Single Payment Documents (DUCs) for the payment of fiscal debts awaiting execution by instalment, and makes them available on the Internet.	
As part of the process of paying fiscal debts awaiting execution, tax- payers can now electronically generate the DUCs for monthly payments that are authorised under the terms of Article 196 of the Code of Tax Procedure and Process (CPPT), thereby avoiding the need to physically go to a tax office.	
<u>M216</u> - Export declarations	
Simplifies and dematerialises the copy of each export declaration that is destined for the National Institute of Statistics (INE), which is now sent electronically instead of on paper.	•
<u>M217</u> - Customs Vehicle Declaration	
Makes it possible to submit Customs Vehicle Declarations (DAVs) at any customs post or office. In future it will also be possible to fulfil the formalities and pay the tax required under the terms of the general	•

M218 - The CPLP Customs website

Creates a joint website for the customs authorities of all the states that belong to the Community of Portuguese-Speaking Countries (independently of those of the individual customs authorities). The joint website will include one part that is open to consultation by the general public, which will contain news, information about activities, photos, details of meetings, studies and so on; and another part with restricted access, containing documents for meetings, working drafts of documents for international meetings, manuals, etc. Both parts will include an area for debates and the exchange of ideas.

rules governing the legalisation of automobiles at any customs facility.

MEASURE	STATUS
M222 - The ANACOM website	
Simplifies ANACOM's website by:	
Incorporating an accessible and useable search engine; Remodelling the "Personalise" service; Offering an accessible and useable glossary; Providing certificates issued by ITED (telecommunications infrastructures in buildings) certification bodies; Making it possible to search ITED certification and training bodies; Creating an area for accessing ANACOM's bibliographic catalogue / virtual library; Classifying and cataloguing the information on the website.	
M225 - Integrated road accident information system Creates, develops and implements an integrated road accident information system, which uses digital photography and appropriate software to collect, record and manage data, thereby providing simplified access to the files and other items included in the applicable procedures.	•
<u>M226</u> - Online industrial property rights	
Simplifies the processes, dematerialises the forms, and enables interested parties to submit online applications to register patents, utility models and drawings, thereby avoiding the need to physically go to the patent office and spend time queuing there.	•
<u>M228</u> - Online On the Spot Trademarks, independently of the formation of a company	
Makes it possible to register an On the Spot Trademark, whether or not a company is formed at the same time.	

MEASURE	STATUS
<u>M229</u> - Public works projects	
Simplifies and dematerialises the procedures involved in signing public contracts, by permitting the use of the latest technology to issue public calls for tenders electronically.	•
<u>M230</u> - Public calls for tenders - end of the official "public act"	
In electronic procedures, replaces the official "public act" with online consultation of both the list of tenderers admitted to the call and the list of tenders submitted.	•
M231 - Public calls for tender - qualifying requirements	
Dispenses tenderers from the need to provide documentation proving their qualifications during the tender submission phase.	•
Only the successful tenderer now has to fulfil this requirement.	
M233 - Bodies corporate with public utility status	
Provides an electronic form on the Secretariat-General of the Presidency of the Council of Ministers' website for electronically making and sending applications for the grant of public utility status.	•
<u>M234</u> - Documents required for applications for public utility status	
Simplifies the procedures for providing all the information required for applications for public utility status, by establishing and publicising the list of documentation that is strictly necessary for such applications to be evaluated.	•
Makes all the information concerning public utility status available on the Secretariat-General of the Presidency of the Council of Ministers' website.	

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MEASURE	STATUS
<u>M235</u> - Database for the integrated management of bodies with public utility status Creates a database of all the bodies which have been granted public utility	•
status, by sector of activity, for consultation by the general public.	

•	COMPLETE
•	PARTIALLY IMPLEMENTED
•	NOT IMPLEMENTED
•	CANCELLED

Glossary

ADSE - Directorate-General for the Protection of Public Administration Staff and Agents

ANSR - National Road Safety Authority

CGA - General Retirement Fund

CFE - Company Formality Centres

CNP - National Pension Centre

DGITA - Directorate-General of IT and Administrative Support for the Tax and Customs Services

IGCP - Institute for the Management of Public Credit

IGESPAR - Institute for the Management of Architectural and Archaeological Heritage Assets

II - The Ministry of Labour and Social Solidarity's IT Institute

IMT - Municipal Tax on Paid Transmissions of Real Estate Property

INE - National Institute of Statistics

IPA - Portuguese Institute of Archaeology

IPPAR - Portuguese Institute of Architectural Heritage Assets

ITIJ - Institute of Justice Information Technologies

POC - Occupational Programme

SNS - National Health Service

MDN - Ministry of Defence

MTSS - Ministry of Labour and Social Solidarity

MAI - Ministry of the Interior

MFAP - Ministry of Finance and Public Administration

MJ - Ministry of Justice

MNE - Ministry of Foreign Affairs

MOPTC - Ministry of Public Works, Transport and Communications

MADRP - Ministry of Agriculture, Rural Development and Fisheries

MAOTDR - Ministry of the Environment, Planning and Regional Development

MAP - Minister for Parliamentary Affairs

MEI - Ministry of the Economy and Innovation

MCTES - Ministry of Science, Technology and Higher Education

ME - Ministry of Education

MS - Ministry of Health

PCM - Presidency of the Council of Ministers