

Energia

Comunicações

Prestações sociais

Licenças

Propriedade industrial

Garantir a segurança

Turismo

Simplificar o registo civil

Fornecimentos ao Estado

Estudar e aprender

Criar e gerir empresas

# simplex

2007 Programme



Office of Public Services Reform (UCMA)

Presidency of the Council of Ministers





**COVER:**

Energy

Communications

Social benefits

Licences and permits

Industrial property rights

Guaranteeing safety and security

Tourism

Simplifying the civil register

State procurement

Studying and learning

Creating and managing businesses

Simplex '07

Administrative and Legislative Simplification Programme

The simpler the better



# 0

## ACKNOWLEDGEMENTS

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*Many bodies actively helped write it and are thus jointly responsible for its execution.*

*As the coordinator of SIMPLEX'07, I would like to thank the people in the different Ministries who drew up the 2007 Programme / made sure that the 2007 Programme was drawn up: Álvaro Pinto, Ana Costa Dias, Ana Isabel Paulino, Anabela Pedroso, Carlos Narciso, Conceição Cordovil, Elvira Santos, Francisco André, Gonçalo Castilho dos Santos, Graça Fonseca, Inês Pestana, João Batista, Laura Lopes Costa, Leonor Sarmiento, Lídia Jacob, Marcelo Carvalho, Maria José Garcia, Miguel Alves, Miguel Cabrita, Miguel Leocádio, Pedro Policarpo, Sérgio Cantante Bastos, Sofia Nascimento Rodrigues, Teresa Chaves de Almeida and Vítor Hugo Salgado. And at UCMA a very special mention goes to Isabel Vaz, João Ramos, Paulo Henriques, Sofia Carvalho, Mafalda Domingues and Maria do Céu Pereira, who tirelessly supported this huge task at different times and in different phases, and who never looked twice at the extra hours and effort they put in.*

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*Lisbon, 26 January 2006*

*Maria Manuel Leitão Marques*



*Office of Public Services Reform (UCMA)*

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# PROGRAMME



# 1

## OBJECTIVES

**M**aking sure the Public Administration aims to provide a **prompt and effective response to the needs of people and businesses** is an objective that underlies the whole legislative and administrative simplification process.

This effort should/must help **increase people's trust** in public services and servants, by facilitating their daily life and making it easier for them to exercise their rights and fulfil their obligations.

It should/must enable **companies to obtain licences and authorisations more quickly and to comply with other formalities** that are necessary to their business – or dispense them from procedures that prove useless.

It should/must **make it easier to rationalise the Public Administration itself and make it more efficient**, by increasing the extent to which public departments share resources and information, work together on transversal issues, and network.

It should/must **boost Portugal's competitiveness**, by reducing the context costs of engaging in an economic activity.



## 2

## METHODS

### A SHARED RESPONSIBILITY

Legislative and administrative simplification is not the responsibility of a specific Ministry or a given public department.

Simplification should be seen as a policy of continuous actions designed to correct and compensate for the excessive rigidity in both the way the law is written and the regulatory and administrative practices that are associated with it, so that the Administration can offer an effective response to the challenges of change and innovation that typify life today.

Conducted under the Prime Minister's personal political leadership, simplification **has to be a joint obligation and responsibility that each and every Ministry shares** within its own sphere of action.

This is why – just like the 2006 Programme that preceded it – **Simplex'07** is the product of an effort that involved the whole government. Working with representatives from all the Ministries, the Office of Public Services Reform (UCMA) was tasked with systematising the proposed measures and coordinating the Public Consultation. Together we will now monitor and evaluate the Programme's measures and especially the impacts they have.

### PUBLIC CONSULTATION



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**Public consultations** are one of various mechanisms which today's "Legislate Better" programmes systematically use to pursue goals linked to improvements in the quality of public policies and decisions.

The advantages of being open to contributions from outside the system in public decision-making processes are well known:

- It enables interested parties to give their opinions about policies and thus influence the direction in which they are going.
- It helps improve the quality of decisions.
- It makes it easier for people who have an interest in the results to become more involved.
- It increases the accountability of the political decision-makers.

The **Simplex'07** Programme's consultation process was designed to be an **open one** – one that allowed participants to gain unlimited access and make free contributions that were not restricted to the measures that had been placed on the table.

The suggestions we received – from both ordinary people and businesses and associations – were sent to the various Ministries with the ability to follow them up. A significant proportion of them were incorporated into the final version of the Programme.

A more detailed report on the consultation process is available on this website: **[www.simplex.gov.pt](http://www.simplex.gov.pt)** .



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## IMPLEMENTATION – TRANSPARENCY AND ACCOUNTABILITY

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As was the case in 2006, the way **Simplex'07** is put into practice will be controlled with respect for the principles of **transparency** and **accountability**. Every three months an account will be given of the measures that have already been completed and of any delays that may occur.

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## SIMPLEX 2007 PROGRAMME MONITORING PANEL

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A Monitoring Panel has been set up to follow the Programme's progress and systematically interact with the whole Simplex network as it works on the Programme for 2008. The members of this year's panel are listed below. They were all invited to take part purely as private individuals and on the basis of their professional experience, competence and independence.

- ▶ **Ana Maria Perez** – Ex Vice-President of the National Institute of Administration (INA)
- ▶ **Maria Celeste Hagatong** – Member of the Board of Directors of Banco Português de Investimento, SA
- ▶ **Rui Moreira** – Chairman of the Oporto Commercial Association – Oporto Chamber of Commerce and Industry (ACP-CCIP)
- ▶ **Teodora Cardoso** – Chairwoman of the Board of Trustees of the Luso-American Development Foundation
- ▶ **Teresa Mendes** – Chair of the Board of Governors of Coimbra University's Pedro Nunes Institute



## 3

## SIMPLIFY AND CORRECT

**C**orrective simplification processes are complex things. They involve the use of diversified instruments and mechanisms and sometimes depend on a whole set of interrelated actions.

So the degree of difficulty entailed in putting the measures we talk about below into practice varies a great deal. There are measures that mean changing the whole legislative framework and depend on the joint work of various Ministries and the development of interoperability and information-sharing solutions (the Unified Business Information system, for example), while others are purely administrative and limited to a single sector. Some require processes to be reengineered first, while in other cases their dematerialisation can bring immediate gains for users.

The same is true when it comes to the impacts it is hoped that these simplification initiatives will have on peoples and businesses' lives (or on the Public Administration's efficiency). In some cases the positive impacts are very visible and almost immediate; others are just a first step in a simplification process that needs to be continued with.



## 4 PROGRAMME

### MEDIDAS EM DESTAQUE

Of the **235** measures that go to make up **Simplex'07**, we have chosen **20** whose impact is particularly important to the process of improving the quality of the relationship between the Public Administration and people (P) and businesses (B).

Apart from the desired impacts, our choice also took account of all the different Ministries that are accountable for making them happen, thereby demonstrating how the whole government is committed to this Programme.

Id	MEASURE	IMPACT	P	B
M150	<p><b>CENTRALISED REGISTER OF LICENCES AND PRIOR AUTHORISATIONS</b></p> <p>Create a system with a centralised register of all the possible licences, prior authorisations and similar administrative requirements.</p> <p>Compile up-to-date information about licences, prior authorisations and similar administrative requirements that affect people's economic and other activities, and make it available in catalogue form on the Internet, free of charge.</p>	<ul style="list-style-type: none"> <li>• Availability of a catalogue on the Internet with all the current licences and prior authorisations, together with contact details and other additional information.</li> <li>• A general system for creating a register of licences, which illustrates the exemplary way in which the Portuguese legal system is adopting internationally recognised good regulation practices.</li> <li>• An information database that will help monitor the future evolution of the licensing simplification indicators.</li> <li>• Easier access to information and faster understanding of all the licences required by a given type of activity or business.</li> </ul>	✓	✓



Id	MEASURE	IMPACT	P	B
M118	<p><b>"I LOST MY WALLET" DESK</b></p> <p>Make it easier to deal with the various parts of the Public Administration when it comes to re-issuing a set of identity documents, particularly when the latter are lost or stolen, by providing an integrated service at a single contact point and thus eliminating the need to go to various places and departments.</p> <p>In the case of stolen documents, link this system to the process of reporting the theft to the police.</p>	<ul style="list-style-type: none"><li>• People's lives will be made easier by doing away with trips to government departments and waiting times.</li><li>• The way people are dealt with and the communication between different public departments will be modernised.</li></ul>	✓	
M117	<p><b>DO AWAY WITH CERTIFICATES FOR PUBLIC DEPARTMENTS</b></p> <p>Promote communication between departments so that people no longer need to prove information that is available at one public department to another one.</p>	<ul style="list-style-type: none"><li>• People's lives will be made easier by doing away with trips to government departments and waiting times.</li><li>• The way people are dealt with and the communication between different public departments will be modernised.</li></ul>	✓	✓
M145	<p><b>ELECTRONIC LEGISLATIVE PROCEDURE</b></p> <p>Dematerialise the legislative procedure by using qualified electronic signatures in a variety of formal constitutional acts which the law requires for the approval, enactment, submission to referendum, monitoring and publication of every legal statute.</p>	<ul style="list-style-type: none"><li>• The costs of circulating hard copies of draft legislation will be reduced.</li><li>• The complementary communications that form part of the legislative procedure will be faster.</li><li>• The security of the official documents which circulate between the bodies that exercise sovereign power and are involved in the process will be increased.</li></ul>		



Id	MEASURE	IMPACT	P	B
M080	<p><b>ELECTRONIC COMPLAINTS TO THE SECURITY AND POLICE SERVICES</b></p> <p>Create a single virtual contact point for making complaints. This will be a key element in a security website that will give people integrated access to all the information they need to protect themselves against threats to their security, together with applications and microsites for the protection of crime victims.</p>	<ul style="list-style-type: none"><li>• Easier for people to make complaints to the security and police forces and then find out what is happening.</li><li>• Increased levels of security.</li><li>• Improved functioning and quality of the public security and police services.</li></ul>	✓	✓
M100	<p><b>SYSTEM FOR LOCATING PORTUGUESE CITIZENS IN FOREIGN TERRITORY</b></p> <p>As part of the creation of the Consular Emergency Bureau/Office at the Ministry of Foreign Affairs, develop a system that provides online, real-time information about the number of Portuguese citizens in foreign countries, be they permanent or temporary residents, and the name of the place/area in which they find themselves.</p> <p>The idea behind this computerised system for locating Portuguese people abroad is to ensure a rapid and effective intervention that will provide them with immediate support in emergency, dangerous and disaster situations.</p>	<ul style="list-style-type: none"><li>• Improved provision of services to Portuguese citizens abroad.</li><li>• Increased levels of security and rescue response.</li></ul>	✓	



Id	MEASURE	IMPACT	P	B
M054	<p><b>ONLINE RETIREMENT</b></p> <p>Make it possible to apply for pensions and other social benefits using electronic forms that will be available from the Caixa Geral de Aposentações (CGA) website. The system will include applications for retirement pensions (tanto de subscritor como de ex-subscritor), confirmation of the number of years worked, medical boards, and the following family benefits: children and young people's family benefit, family funeral subsidy, third-party assistance subsidy, and lifetime monthly subsidy.</p> <p>This measure is intended to improve levels of service, be more convenient for users, make completing application files faster and more flexible, and ensure that the information which is loaded into the system is more rigorous and consistent.</p>	<ul style="list-style-type: none"><li>• Better levels of service.</li><li>• More convenient for users.</li><li>• Completing application files will be faster and more flexible.</li><li>• The information that is loaded into the system will be more rigorous and consistent.</li></ul>	✓	
M135	<p><b>PUBLIC ONLINE INTERNET SERVICE AT TAX OFFICES</b></p> <p>Begin a pilot project to make Internet access points with help for taxpayers available at tax offices.</p>	<ul style="list-style-type: none"><li>• There are plans for "online access points" at 94 tax offices covering every District.</li><li>• It is predicted that between 50,000 and 100,000 taxpayers will benefit from this facility.</li></ul>	✓	✓



Id	MEASURE	IMPACT	P	B
M090	<p><b>HOME ON THE SPOT</b></p> <p>Make the process of buying or selling a property simpler, faster and more flexible in every respect and at every step of the procedure, by eliminating formalities and allowing everything to be done at a single contact point (property registries and citizen's shops). At these one-stop-shops it will be possible to pay the IMT sales tax, apply for the dispensation from the IMI local tax, sign the contract for the purchase/sale of the property in the presence of a public official, and apply for property registrations.</p>	<ul style="list-style-type: none"> <li>• The process will be faster.</li> <li>• Fewer trips when people and businesses buy or sell a property.</li> </ul>	✓	
M074	<p><b>INTEGRATED "INHERITANCE" DESK</b></p> <p>Concentrate the main official acts linked to a person's death at a single contact point at civil registries or Citizen's Shops.</p>	<ul style="list-style-type: none"> <li>• People's lives will be made easier by doing away with trips to government departments and waiting times.</li> </ul>	✓	
M067	<p><b>TOWN AND COUNTRY PLANNING SYSTEM</b></p> <p>Simplify planning processes and make them more flexible by revising the RJIGT (Legal System governing Territorial Management Instruments, Exec. Law no. 380/99) as follows:</p> <ul style="list-style-type: none"> <li>▶ Clarify concepts.</li> <li>▶ Simplify the contents of the plans and make them more flexible.</li> <li>▶ Simplify administrative procedures.</li> <li>▶ Reduce the Administration's response times.</li> <li>▶ Strengthen conciliation processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Drawing up and revising Master Plans (PDMs) will take a maximum of 24 months.</li> <li>• Altering Master Plans (PDMs) will take a maximum of 5 months.</li> <li>• Drawing up and revising Urban Plans (PUs) and Detailed Development Plans (PPs) will take a maximum of 12 months.</li> <li>• The contents of municipal plans will be more flexible.</li> </ul>	✓	✓



Id	MEASURE	IMPACT	P	B
M202	<p><b>LIQUID GAS AND FUEL SYSTEMS – INSPECTIONS</b></p> <p>Review the rules governing the inspection of liquid gas and fuel installations. Simplify procedures and the bodies that intervene in the event of malfunctions or cuts in supply (by giving more responsibility to distributors). Create a “System for Supervising Inspections and Inspection Bodies” – to include the simplification and standardisation of procedures and an increase in the credibility and quality of interventions.</p>	<ul style="list-style-type: none"><li>• Quality of service improved in terms of convenience for and time spent by users.</li><li>• Improved levels of safety.</li></ul>	✓	✓
M175	<p><b>WINEGROWING ONLINE</b></p> <p>Simplify and dematerialise the procedures linked to the winegrowing sector, particularly: the declaration of vine plantation; the declaration of changes in ownership or the technical characteristics of a vineyard; the declaration of grape harvesting and wine production; the declaration of the existence of viticultural products; the viticultural product monitoring document; the declaration of the sale of must.</p> <p>Incorporate the “Vineyard File” and the “Description of Viticultural Assets File” into a single “Viticultural Record”.</p>	<ul style="list-style-type: none"><li>• Incorporating the Vineyard File and the Description of Viticultural Assets File into a single Viticultural Record will reduce the number of documents needed by 200,000 bodies in the winegrowing sector.</li><li>• Simplifying and dematerialising the declaration of grape harvesting and wine production will speed up and facilitate the making of around 60,000 annual declarations by economic agents.</li><li>• Simplifying and dematerialising the procedure for issuing the viticultural product monitoring document will lead to gains in convenience and time for the economic agents involved, who issue around 200,000 such documents each year.</li></ul>	✓	



Id	MEASURE	IMPACT	P	B
M188	<p><b>SINGLE LOGISTICAL WINDOW</b></p> <p>Create a "Single Logistical Window" for the Maritime/Port System and "Logistical Portugal" concept, thereby centralising the information and documentation concerning the various agents in the logistical chain (particularly shipping agents, transit agents, land carriers, logistical operators, logistical park management companies and the companies in such parks) in a common platform. The idea behind this infrastructure is that together with the country's ports, the future Logistics Platforms will position themselves as simplified elements and sources of value added in the logistical chains, and will eliminate / by eliminating the typical constraints / bottlenecks that affect conventional chains.</p>	<ul style="list-style-type: none"><li>• The development of a set of competitive and sustainable new intermodal commercial services.</li><li>• A substantial increase in the competitiveness of Portugal's port and intermodal system.</li><li>• The port and logistical authorities will be involved in designing faster and more flexible solutions and services that will be subject to less bureaucracy.</li></ul>		✓
M043	<p><b>WORK AND EMPLOYMENT BULLETIN</b></p> <p>Restructure and simplify the "Work and Employment Bulletin", and make it more accessible to ordinary people by allowing it to be consulted online and ending the publication of the paper version.</p>	<ul style="list-style-type: none"><li>• A reduction in production costs.</li><li>• Ecological benefits.</li><li>• People will have greater access to information.</li></ul>		✓



Id	MEASURE	IMPACT	P	B
MO44	<p><b>“TIMELY DOCTORS’ APPOINTMENTS”</b></p> <p>Extend the project that began in 2006 with the development of an electronic system for asking a patient’s local health centre to make a first appointment with a specialist doctor at the hospital in its geographic area, to all the hospitals in the National Health Service.</p> <p>Avoid the need for users to have to go to the hospital to make a doctor’s appointment, and allow appointments to be made in accordance with the clinical priorities applicable to each case. Tell people how long they will have to wait for their first appointment with a specialist, and reduce waiting times.</p>	<ul style="list-style-type: none"><li>• People will know how long they have to wait for a first appointment with a specialist at any NHS hospital.</li><li>• First appointments with hospital specialists will be prioritised in accordance with clinical criteria.</li><li>• People’s lives will be easier because they won’t have to go to a hospital in order to make their first appointment.</li><li>• Clinical priority cases will have to wait less time for their first appointment.</li><li>• Waiting times for initial appointments with specialists will be public knowledge, particularly because they will be published on hospital websites.</li></ul>	✓	
MO04	<p><b>ELECTRONIC STUDENT’S CARD</b></p> <p>Generalise the electronic student’s card, thereby making it possible to control access and identify students / for students to identify themselves, and to make payments at teaching establishments.</p>	<ul style="list-style-type: none"><li>• Increased security at schools, thanks to controlled access.</li><li>• Less need to use cash to make payments at teaching establishments.</li><li>• Improved administrative circuits and increased competency in the production and management of information, thanks to the use of automatic procedures based on a more intense use of IT systems.</li></ul>	✓	



Id	MEASURE	IMPACT	P	B
M029	<p><b>AVAILABILITY OF INFORMATION ON THE PROFESSIONAL INSERTION OF HIGHER EDUCATION GRADUATES</b></p> <p>Provide anonymous information on the professional insertion of higher education graduates on a website, thereby increasing the transparency in the relationship between higher education institutions and the job market and giving families, students and employers indicators to help them with their choices. Each higher education establishment will accordingly collect information on its graduates' professional careers during the five years following graduation, and will pass it on to a joint system. Relevant information on unemployment among higher education graduates will also be processed and made public.</p>	<ul style="list-style-type: none"><li>• A new transparency in the relationship between higher education institutions and the job market.</li><li>• Families, students and employers will be given indicators to help them make their choices.</li></ul>	✓	
M011	<p><b>CULTURAL WEBSITE</b></p> <p>Collect information and provide access to services from culturally significant public and private bodies – museums, libraries, artistic bodies, foundations, associations and so on – into one place, as opposed to the current situation in which it is scattered around many different locations.</p> <p>Provide electronic access to information about Portugal's cultural and linguistic heritage.</p> <p>Lend visibility to the existing cultural directories – especially the regional ones produced by the regional cultural offices.</p>	<ul style="list-style-type: none"><li>• The time it takes to look for cultural information and services will be cut by half.</li><li>• All the forms from the different Ministry of Culture bodies will be available online.</li><li>• The cultural industry in Portugal will be boosted by the availability of information from cultural NGOs, businesses and agents.</li></ul>	✓	



Id	MEASURE	IMPACT	P	B
M148	<p><b>MILITARY CENSUS</b></p> <p>Define a new Military Census model that respects the principle of "only asking the citizen for the information that is strictly necessary and is not yet in the hands of any public department", thereby helping to increase efficacy, dematerialise processes and reduce operating costs.</p>	<ul style="list-style-type: none"><li>• Some forms will be eliminated and there will no longer be a duplication of information that has already been requested and is held by other public departments.</li><li>• Less people/bodies will intervene in this process.</li><li>• Difficulties caused by the intervention of various departments in the process will no longer exist, and this will foster effective information sharing.</li><li>• People will no longer need to go to Military Census centres.</li><li>• The Military Census process will be considerably faster.</li><li>• A substantial reduction in the financial cost of the process.</li></ul>	✓	



## FROM THE USER'S POINT OF VIEW

The proposed initiatives rationalise the work of the Public Administration, but the majority of them also have **direct impacts on different areas of the lives of both people and businesses.**

The measures in the **Simplex'07** Programme have been grouped into two main categories – citizenship, and business activities. Within each one the measures have been organised in accordance with the needs of people and businesses' lives.

I.	<b>PEOPLE</b>	235
	<p>"Simplex" will make a positive contribution to increasing people's trust in their public institutions and political decision-makers if it makes their daily lives easier, pays attention to their life events, reduces the likelihood of disputes, strengthens the oversight of fundamental rights, and does away with useless processes and procedures.</p>	
II.	<b>BUSINESS</b>	235
	<p>The simplification measures will be good for businesses whenever, without undermining the legal security of people and property, they make it possible to detect, reduce and remove obstacles to the pursuit of economic activities, by facilitating trade, investment, competitiveness and consequently the creation of wealth.</p>	

I.	PEOPLE	
Studying and learning	4	149
Research and teaching	6	
Culture and knowledge	18	
Employing and working	15	



Timely doctors' appointments and surgery	2	
Social benefits	21	
Town and country planning and preserving the environment	5	
Simplifying registrations/records and improving user treatment	8	
Guaranteeing safety and security	9	
Guaranteeing and facilitating access to ownership	11	
Immigrating and emigrating	8	
Travelling on public transport	2	
Driving a car	7	
Sharing information and making access to it easier	12	
Promoting transparency	5	
Facilitating payments	11	
Bodies that exercise sovereign power	5	

I.	BUSINESS		
	Licences	21	86
	Agriculture and forestry	9	
	Tourism	7	
	Ports and logistical platforms	8	
	Construction and real estate	6	
	Energy	4	
	Creating and managing businesses	8	
	Speeding up administrative and judicial cases	3	
	Exports and imports	3	
	Aeronautics	2	
	Communications	3	
	Road network and road traffic	2	
	Industrial property rights	3	
	State procurement	4	
	Public interest bodies corporate	3	



PRESIDÊNCIA DO CONSELHO DE MINISTROS



Unidade de Coordenação  
da Modernização Administrativa  
Presidência do Conselho de Ministros