

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



EXECUTIVE SUMMARY
THE PROGRAMME IN BRIEF4
OBJECTIVOS4
METODOLOGIA
PROGRAMME17
Key measures17
THE PROGRAMME IN DETAIL27
Enterprises
Private Individuals
Public Administration



# 1 Executive Summarv

The **Simplex'08** Programme shows just how much effort the various sectors of the Public Administration are making to simplify people's lives - 189 simplification measures this year.

#### NUMBER OF MEASURES

47% of them are designed to make people's daily relationships with public departments and services easi-

er; 42% to do away with or reduce the bureaucratic burden on enterprises; and the remaining 11% to improve the efficiency of public offices and reduce operating costs.

MEASURES
89
79
21

PUBLIC As had already been the case in the runup to **Simplex'07**, the simplification meas- **CONSULTATION**ures included in the **Simplex'08** Programme were the object of a Public Consultation process. Participation was more than double that of the year before.

The public was asked about 176 measures. Of the total of 775 responses, 54% were comments or suggestions about the proposed measures, while 38% focused on proposals for new ones. More than 60 of these responses were incorporated into the Programme.

THE CHALLENGE The main challenge facing **Simplex'08** involves consolidating, developing and assessing the simplification measures that have already been concluded in previous years.

> Simplification processes only produce the results we want when individual people and enterprises start to really become aware of them in their relations with public departments and services. For this to happen, it is necessary to bring scattered measures together under a single banner and make them visible in the form of a coherent whole that is capable of getting results and leading to high quality administrative work.









ocusing the whole Public Administration on the provision of a quick and effective response to the needs of both citizens and businesses is a goal that underlies the whole simplification process.

This effort must help to increase people's trust in public services and public servants by facilitating their daily lives, the exercise of their rights and the fulfilment of their obligations, and reinforcing the protection of their fundamental rights.

It must enable enterprises to quickly obtain permits and authorisations and fulfil other formalities they need in order to get on with their business, or dispense them from such procedures when they are proven to be useless.

It must facilitate the rationalisation and efficiency of the Public Administration itself by promoting more sharing of resources and information between public departments, more cooperation in cross-cutting processes, and more networking

It must help Portugal to be more competitive by reducing the context costs of economic activities.

#### CONSOLIDATION AND ASSESSMENT

In 2006 we announced **Simplex** as a "programme that was under construction", with a particular emphasis on its being a learning process. The idea was to lead public departments and services to constantly review their interactions with individuals and enterprises, to assess the costs of each of those interactions and the burdens they imposed, and to ask whether they were useful and relevant.

And this is precisely how **Simplex** has actually worked in practice.

• **Simplex'06** was the outcome of a selection process involving more than 600 suggestions from inside the Public Administration itself - most of them without any prior political stamp of approval. We began by eliminating the ones that

4<u>242</u>



were not simplification measures, and then from the rest chose areas that are most in need of simplification.

- **Simplex'07** was preceded by widespread public consultation; we improved the process of selecting measures, making people responsible for their success, and politically validating them; and we adopted a new model centred on the interactions between individual people and enterprises on the one hand and public departments and services on the other.
- **Simplex'08** is expected to go on making the existing efforts to modernise the Public Administration more visible, and helping to make people's lives easier, reduce the context costs that weigh on economic activities, and qualify public departments and services.

Another of **Simplex'08**'s objectives is to carry on with the consolidation, development and assessment of the simplification measures that have been in the process of being implemented under the previous Programmes.

PORTUGAL'S RESPONSE TO THE EUROPEAN CHALLENGE TO REDUCE ADMINISTRATIVE BURDENS ON ENTERPRISES

In January 2007 the European Commission launched the foundations for an "Action Programme to Reduce the Administrative Burden of existing Regulation in the EU".

The 2007 Spring European Council ratified this Programme and set the goal of a 25% reduction in the administrative burdens on enterprises, to be achieved jointly by the European Union and the individual Member States by 2012. To this end it invited the Member States to set comparable goals of their own at the national level.

Portugal responded to this European challenge and committed itself to both actively taking steps to pursue a programme of reducing the administrative burdens on enterprises at the EU level, and achieving the same result at the national level.

Given that:

4<u>242</u> )0



- reducing administrative burdens is a specific form of simplification,
- in the same way as the "Action Programme to Reduce the Administrative Burden of existing Regulation in the European Union" goes hand-in-hand with the European Commission's own simplification actions, so the Portuguese internal commitment ought to take place in parallel with Simplex,
- and just as the European programme has not opted to try to measure all the administrative burdens imposed by the whole of European law, the Portuguese internal commitment must focus on priority areas that are identified within the corporate life cycle (creation; management; expansion; and dissolution) and the life cycles of priority products and goods (initial market launch; marketing and sale; quality control; recycling/collection),

**Simplex'08** is designed in such a way as to incorporate the Portuguese commitment to reduce the administrative burden on enterprises - a goal that is also one of Simplex's own priority objectives.

# 3 Methodology

A SHARED RESPONSIBILITY

implifying the law and administrative procedures is not something that any one ministry or public department can do on its own.

Simplification must be seen as a policy of continuously working to correct and compensate for excessive rigidity in both the form of the law and its associated regulatory and administrative practises, so that the Public Administration can respond effectively to the challenges of change and innovation that are inherent in today's world.

Undertaken under the Prime Minister's personal political direction, simplification must be a joint obligation and responsibility that each and every ministry shares in relation to its particular sphere of action.

This is why **Simplex** is the product of an effort that involves the whole government. Working with representatives from every Ministry, the Office of the Secretary of State for Administrative Modernisation and AMA - the Agency for Administrative Modernisation - are responsible for systematising the proposed measures and coordinating the Public Consultation process. In future they will also be charged with monitoring and assessing the measures included in the Programme and especially their impacts.

**Simplex'08** is only possible thanks to the deepening of a political culture that sees simplification as a positive thing, and to the growing consolidation of the main factors in the success of this type of programme:

<sup>D</sup> The Prime Minister's strong personal commitment and political guidance.

4242 )8



- The involvement of the whole government, which in turn means that within its own area, each and every Ministry shares a common sense of responsibility.
- The fact that all the different public departments and services and the civil servants who work in them are helping to identify bottlenecks and assess the various simplification measures.
- The public consultation process and the civic participation of the various social partners.

PUBLIC CONSULTATION

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;
- <sup>D</sup> 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.

As the 2007 Programme, the **Simplex'08** 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

ONGOING SIMPLIFICATION ACTIONS

Simplification cannot simply be brought about by decree. It should be looked at as a general strategy based on ongoing actions designed to constantly assess and correct administrative rules, standards and practices and make sure that when new rules do have to impose or increase a burden, they eliminate or reduce at least one somewhere else.

Simplification is always an unfinished task. Simplification measures that are thought to be complete at a given moment in time should nevertheless remain under the critical scrutiny of a constant results-based assessment process.

A VISION OF THE WHOLE

4240

Simplification can't be reduced to some list of one-off measures that do away with licences and permits or change procedures.

If we really think about this principle, what is important is to turn a programme that starts off by being a bag of individual, apparently unconnected measures into a harmonious package designed to achieve a final, quantifiable objective.



Only such a holistic vision will enable individuals and enterprises to begin to associate the work of simplification with an improvement in the quality of the way in which public services are provided.

#### SIMPLIFICATION CONTINUES...

In its third year **Simplex** continues to be both a "learning exercise" and an "evolving programme".

 $\rightarrow$  In **Simplex'06** we selected measures by looking at the main factors and instruments that would serve the simplification process. Using an instrumental criterion as our basis, we identified six major groups:

- The elimination of certificates, so as to emphasise the need for the Public Administration to strengthen its internal communication channels and share and reuse information.
- Dematerialisation, to show how ICTs can be an instrument for improving the quality of public services and reducing management costs by eliminating traditional paper circuits.
- Debureaucratisation, to highlight the importance of fighting the complexity of processes by reengineering them and reducing the number and length of documents.
- Deregulation, by eliminating unnecessary or disproportionate controls and developing the principle of trust and of making users responsible for their acts.
- Making access to public services easier, by calling attention to the importance of coordinating the different public departments and services that are involved in a given process.

The harmonisation and consolidation of sets of legal rules, in order to remind people that simplification also entails improving access to, and the understandability of, laws and regulations.

 $\rightarrow$  With **Simplex'07** we were looking to turn the Programme outwards. The qualitative leap we wanted to make had to respond to the challenge of getting both individual people and enterprises involved in the Programme.

So what did we do?

#### 1. Before the Programme was approved, we held a public consultation process

We lifted the veil of ministerial office secrecy that surrounded the future Programme and revealed the simplification measures that were being worked on to the interested parties - ordinary people and civil society organisations - by holding a public consultation process designed to enable them to take part in the formulation of the Programme.

#### 2. We organised an independent external monitoring process

A Monitoring Panel was formed with the task of accompanying the Programme's execution and systematically interacting with the whole Simplex network as it prepared the 2008 edition. The Panel members were chosen for their professional experience, competence and independence.

## 3. We adopted a functional criterion

The instrumental criterion which had been used in the first year and which focused on the desire for the Public Administration to learn internally, was replaced by a functional criterion intended to make the following statements a reality within the Programme:

- "Simplex" will make a positive contribution to increasing people's trust in 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.

- Simplification measures will be good for enterprises 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, thereby facilitating trade, investment, competitivity and consequently the creation of wealth. This is why SIMPLEX'07 grouped its measures into two major categories - civic affairs, and business.

The measures were thus organised in terms of individuals and enterprises' needs and life events - particularly:

Studying and learning / Researching and teaching

Culture and knowledge / Employing and working

Licences / Agriculture and Forestry / Tourism

Ports and logistical platforms

 $\rightarrow$  When it came to **Simplex'08**, we wanted to respond to a number of new challenges:

#### 1. To consolidate and develop existing simplification measures

Last year's functional criterion is now complemented by the desire to consolidate and develop measures that were begun under previous Programmes, based on the following priorities:

- Consolidate and measure the simplification of licensing processes and procedures.
- Consolidate, develop and measure the simplification related to import and export operations.

4<u>242</u>

- Consolidate, develop and measure the simplification concerning the registration of firms and trademarks.
- Consolidate, develop and measure the simplification applied to human resources and working conditions.

#### 2. To make simplification measures work as part of a whole and assess them

We created various **framework groups** for the different simplification measures, so as to make it possible to bring measures together under politically significant headings and assess them as a whole.

For example: the simplification of a licensing process is not just to be assessed in its own right, but also in terms of the contribution it makes to the company formation process.

The simplification of a single procedure is quickly forgotten. It may be easy to ask for a service, but if the end result is still hard to obtain, it is difficult for the simplification process to achieve the desired objectives and it will come to be ignored and even thought of in a negative light.

On the other hand, people find it easier to see and feel the effects when all the procedures in a given process are simplified. Similarly, improving a whole set of small procedures involved in the provision of any public service - user reception, accepting documents, reusing information, handling complaints, reducing the need for physical trips to the department or service in question, shortening decision-making times - certainly improves people's perception of the benefits of simplification.

The simplification measures included in **Simplex'08** are grouped together in the following blocks:



	PRIVATE INDIVIDUALS		
BLOCK 1	Simplifying and improving access to healthcare	3	
BLOCK 2	Simplifying and improving access to education, science, culture and sport-related services	12	
BLOCK 3	Simplifying and improving access to social be- nefits	10	
BLOCK 4	Probatory documents	13	
BLOCK 5	Simplifying the exercise of fiscal rights and the fulfilment of fiscal obligations	2	89
BLOCK 6	Property - housing	9	
BLOCK 7	Safety and security	8	
BLOCK 8	Civic affairs	18	
BLOCK 9	Emigrating and immigrating	14	

Table 2 - No. of measures by "Individuals" Block

	ENTERPRISES		
BLOCK 1	Forming companies Licensing, issuing credentials, registrations, authorisations Starting trading	33	
BLOCK 2	Managing and expanding enterprises Doing business	41	70
BLOCK 3	Dissolving companies Economic activities	1	79
BLOCK 4	Product launches and sales	4	

Table 3 - No. of measures by "Enterprises" Block



	PUBLIC ADMINISTRATION	
BLOCK 1	Improving the efficiency of public departments and ser- vices and reducing operating costs	21

Table 4 - No. of measures by "Public Administration" Block



# 4 Programme

## **K**ey measures

f the 189 measures that go to make up Simplex'08, we have chosen 14 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.

ld	MEASURE		ІМРАСТЅ	I.	E
M042	<ul> <li>DEMATERIALISATION OF WASTE MONITORING FORMS</li> <li>Develops and implements a technological platform that supports the dematerialisation of waste monitoring forms, which users will now complete, and the appropriate inspection authorities will consult, online</li> </ul>	mi itc uso ato A sho Sa 80	e elimination of around 2 Illion physical waste mon- oring forms, each of which ed to be issued in triplic- e direct saving of 6 million eets of paper vings of more than 0,000 euros/year for ers.		×
		an	will be easier to assess d monitor compliance th legal requirements.		



ld	MEASURE	IMPACTS I E
MO	<ul> <li>The process of supporting recipients of CAP aid and incentives</li> </ul>	<ul> <li><u>200,000</u> applications for Community aid made via<u>In-</u> <u>ternet</u>.</li> </ul>
	Simplifies and dematerialises procedures - and thereby reduces administrative burdens - involved in the various CAP aid and incentive	<ul> <li><u>5,000</u> applications for Community aid dematerialised.</li> </ul>
	processes. In this respect, further develops the Simplex'07 "iDigital" project, especially via the following new measures:	<ul> <li><u>500,000</u> accesses <u>via</u> the <u>IFAP</u> website.</li> </ul>
	a) A contact centre on the Agriculture and Fisheries Funding Institute (IFAP) website	<ul> <li><u>50,000</u> requests for informa- tion/clarification made to the <u>contact</u> centre.</li> </ul>
	Creates simplified means of access to information about incentive systems and loans ("Implement a single interface for providing beneficiaries with clarifications, in person or at a distance").	<ul> <li><u>1,500</u> external agents_certi- fied via training courses us- ing e-learning platforms.</li> </ul>
	b) The Ministry of Agriculture, Rural Development and Fisheries' (MADRP) geographic information systems.	
	c) A digital file on each beneficiary.	
	d) Implementation of the dematerialisation of the physical control process.	



ld	MEASURE	ІМРАСТЅ	T	E
M046	• MANDATORY DEPOSIT OF PUBLICATIONS Simplifies, reduces administrative burdens, and dematerialises procedures involved in complying	A faster, more convenient way for publishers to obtain services.		
	with the mandatory requirement to deposit a copy of every publication. Phase 1 (2008) - create an online service to	Does away with redundant operations involved in the use of different systems for four distinct services.		
	issue Portuguese mandatory deposit numbers. Phase 2 (2009) - articulate the information issued in this way with the allocation of standardised international numbers for monographs (ISBN), periodicals (ISSN) and	A faster way for the National Bibliographic Database (BNDB) to collect informa- tion about forthcoming pub- lications.	•	V
	printed music (ISMN), and with the Cataloguing in Publication service (CIP).	Puts an end to the existing delays in the processing of publications that are subject to the mandatory deposit system.		
		Faster updating of the Na- tional Online Bibliography's (BNL) information service.		



ld	MEASURE	ΙΜΡΑCTS	I.	E
M006	<ul> <li>LICENSING OF ENTERPRISE LOCATION AREAS (ALEs)</li> <li>Simplifies, and reduces administrative burdens involved in, the process required to license Enterprise Location Areas.</li> <li>Makes Enterprise Location Areas more attractive.</li> <li>Reconciles the need for planning with the need to create conditions that promote business productivity and competitivity.</li> <li>Clarifies and simplifies the terms of reference applicable to the licensing of both ALEs themselves and their management companies.</li> </ul>	<ul> <li>Enterprise Location Areas will be more attractive.</li> <li>Reconciles the need for both town and country planning and conditions that foster corporate productivity and competitivity.</li> <li>Saves time and reduces the cost of creating new business premises.</li> </ul>		✓



ld	MEASURE	ΙΜΡΑCTS	I.	E
M087	<ul> <li>THE MINISTRY OF DEFENCE'S "NETWORKED LIBRARY" PROJECT</li> <li>Creates a common IT platform which provides Internet access to the information that is</li> </ul>	The universe of potential users will be larger. Interactions between the service and its users will be		
	treated and disseminated by the Ministry of Defence's Documentation and Information Centres (CDIs).	easier and faster. It will be possible to incor-		
	<ul> <li>This project will be undertaken in various phases. The objectives for 2008 are:</li> <li>To create a Common Catalogue of descriptors: a comparative study of the various descriptors used by the departments and services involved in treating documentation.</li> </ul>	porate the documentary archives of the Ministry of Defence's Documentation and Information Centres and its libraries into the Public Library Network.	~	
	• To create a question/answer service as part of the relationship between each Documentation and Information Centre and its clients, in such a way as to make it possible to digitalise available documentation and send it by e-mail.	The Project will use modern information technologies to help preserve an important documentary heritage.		



ld	MEASURE	IMPACTS	I E
M053	• <b>BILINGUAL TRADE REGISTRY</b> Makes the information held by Trade Registries available in English.	<ul> <li>A reduction in the direct and indirect costs of obtaining Trade Registry information about companies in English.</li> <li>Obtaining commercial information in English about Portuguese companies will be faster.</li> <li>The information about Portuguese companies held by Trade Registries will be accessible worldwide.</li> </ul>	4 4
M034	<ul> <li>THE PUBLIC ANNOUNCEMENT WEBSITE</li> <li>Brings all official public announcements and adverts together on a single website with universal free access for individuals and enterprises.</li> <li>Ensures that information is publicised in a systematised way that allows every announcement or advert to be consulted by issuing body, date, or subject matter.</li> </ul>	<ul> <li>Improved access by private individuals and enterprises to official public announcements.</li> <li>The system for publishing announcements will be standardised.</li> <li>The amount of financial resources which both the State and individuals and enterprises spend on the publication of announcements and adverts will be reduced.</li> <li>An estimated annual saving of € 10 million for public bodies.</li> <li>An estimated annual saving of € 2 million for individuals and enterprises.</li> </ul>	¥ ¥



ld	MEASURE	ІМРАСТЅ	I E
M139	<ul> <li>New Website for the Electronic edition of the Diário da República</li> <li>Reformulates the website of the Electronic Diário da República (the Official Gazette), with new functions and a new design that make it easier for individuals and enterprises to access legislation and published official acts.</li> </ul>	<ul> <li>Improved access to the official acts and legislation published in the <i>Diário da República</i> for both individuals and enterprises.</li> <li>Searches for official acts and legislation will become simpler and more intuitive.</li> <li>A wider range of contents will be available for universal, free public access in the Electronic <i>Diário da República</i>.</li> <li>The number of daily visits to the <i>Diário da República</i> will rise.</li> </ul>	<ul> <li>✓</li> </ul>
M048	<ul> <li>PAYMENT OF VAT (IVA) ON IMPORTS</li> <li>Simplifies the procedure for paying VAT on imports by dematerialising the receipt.</li> <li>Allows economic operators (taxpayers) to ask for the declaration proving that they have paid VAT for a given period to be issued on the Internet by the Directorate-General of Customs and Special Taxes on Consumption (DGAIEC).</li> <li>Allows operators to exercise their right to deduct tax paid using this dematerialised declaration, without having to physically go to the customs services.</li> </ul>	<ul> <li>Payment will be faster and more convenient.</li> <li>The context costs of fulfilling fiscal obligations will fall.</li> <li>This measure will cover around 30,000 importers, who request more than 200,000 declarations each year as part of their relations with the Directorate-General of Customs and Special Taxes on Consumption.</li> </ul>	~



Id	MEASURE	IMPACTS I	Ε
M101	<ul> <li>ADSE - Access to BENEFICIARIES' CURRENT ACCOUNTS</li> <li>Enables ADSE beneficiaries to access information online via the ADSE website.</li> </ul>	<ul> <li>The approximately 400,000 people who receive benefits under the free system will have faster, simpler and more convenient access to ✓ the service.</li> </ul>	~
<b>M080</b>	<ul> <li>E-DIARY</li> <li>The "e-Diary" measure is part of the follow-up to the objective of dematerialising initial hospital specialists' appointments, which began with the "Timely Doctors' Appointments" Project. It is intended to make it possible to make other types of appointment and schedule complementary diagnostic and therapeutic (MCDTs) sessions without having to go to there in person, using multi-channel technological platforms (Internet, telephone, SMS, etc.) and involving the various different health services (hospitals and health centres - particularly Family Health Units - USFs).</li> <li>Phase 1: schedule the various types of appointment at Health Centres.</li> </ul>	30% of the population (assuming they use the Primary Healthcare Services) will be able to make hospital appointments electronically from their family doctor's office at the local Health Centre.	

(see the measure in the 'Programme in Detail' section)



ld	MEASURE	IMPACTS	I.	Е
M113	• DRIVING LICENCE Makes it possible to electronically apply for the revalidation of a driving licence or the issue of a replacement one, inform the authorities of a change of address, and pay fees. The idea is to do away with the need for people to physically go to the Institute of Mobility and Terrestrial Transport (IMTT), reduce the average time taken by the various procedures, and reduce the number of complaints.	The revalidation of driving licences and the issue of re- placement ones will be faster and more convenient. There will no longer be any need for people to physically go to the IMTT. On average, procedures will take less time; and there will be fewer complaints.	×	
M161	• SEF USER RECEPTION POINTS AND THE DEMATERIALISATION OF SEF PROCESSES Does away with the need to physically go to the Borders and Immigration Service's (SEF) user reception points.	It will be simpler and more convenient for people to keep abreast of the status of their SEF applications.	*	



ld	MEASURE	ІМРАСТЅ	I	E
M097	<ul> <li>IMPROVE USER CONTACTS WITH THE SOCIAL SECURITY SYSTEM</li> <li>a) National Contact Centre</li> <li>Creates a national Social Security Contact Centre based around a telephone service, but also including the e-mail, fax and Internet channels, to begin with a pilot project in December.</li> <li>b) Persons with special needs</li> <li>Creates a reception unit for persons with spe- cial needs at every District Centre.</li> <li>c) Practical guides</li> <li>Makes practical guides on social security rights and obligations for both private individuals and enterprises available on the Internet.</li> </ul>	The way people are received and dealt with will be optim- ised. The Social Security System's circuits and methodologies will be improved.	¥	~
l - Priva E - Ente	ate Individuals erprises	Table I - Flagship measures		





# 5 Commitment 2008

## ENTERPRISES

BLOCK I	FORMING COMPANIES LICENSING, ISSUING CREDENTIALS, REGISTRATIONS, AUTHORISATIONS
	STARTING TRADING

MEASURE			DATE / MINISTRY
M01	•	ONLINE INDUSTRIAL LICENSING	December
			MP, MEI,
			MAOTDR
M02	•	ONLINE LICENSING OF TOURIST DEVELOPMENTS	November
			MEI, MP,
			MAOTDR
M03	•	LICENSING OF TOURIST ENTERTAINMENT COMPANIES	September
			MEI
M04	•	LICENSING OF CAR HIRE COMPANIES	June
			MEI



MEASURE			DATE / MINISTRY
M05	•	LICENSING OF RENEWABLE ENERGY PRODUCTION POINTS	June MEI, MAOTDR → Simplex'07
M06	•	LICENSING OF ENTERPRISE LOCATION AREAS (ALES)	June MEI, MAOTDR
M07	•	UPLOADING OF THE CATALOGUE OF PRIOR LICENCES AND AUTHORISATIONS	September MEI, MP
M08	•	LICENSING OF ENGINES	June MEI
w09	•	Elimination of the declaration of start of trading / alteration of terms of trading, for trade registry purposes	November MEI, MFAP
۸010	•	Documents authorising activities regulated by InCI	November MOPTC
AO11	•	ON THE SPOT APPLICATIONS FOR CONSTRUCTION COMPANY LICENCES	November MOPTC, MJ, MTSS, MFAP



MEASURE	E		DATE / MINISTRY
M012	•	ON THE SPOT CERTIFICATES OF PROFESSIONAL CAPABILITY (CAPS), ISSUED AT THE PLACE OF EXAMINATION	November MOPTC
M013	•	TAXI DRIVER'S CERTIFICATE OF PROFESSIONAL APTITUDE (CAP)	November MOPTC
M014	•	SSUING CREDENTIALS FOR RECREATIONAL WATERSPORT TRAINING	October MOPTC
M015	•	Applications for temporary radio-electric licences	November MOPTC
M016	•	LICENSING OF SCHOOL CENTRE PREMISES	May ME
M017	•	LICENSING OF PRIVATE AND COOPERATIVE EDUCATION FACILITIES	May ME
M018	•	LICENSING OF HEALTHCARE UNITS	September
M019	•	LICENSING OF PHARMACIES AND POINTS OF SALE FOR NON- PRESCRIPTION MEDICINES	July
M020	•	THE NATIONAL SECURITY OFFICE (GNS) WEBSITE	May MP



MEASURE	Ξ		DATE / MINISTRY	
M021	•	Explosives - simplification of procedures and control formats	October	
			MAI, MEI	
			→ Simnlex'07	
M022	•	Private security - Online system	October	
			→ Simnlex'07	
M023	•	Civil Governments - electronic services	August	
			MAI	
			→ Simplex'07	
			P.Consult	
M024	•	LICENSING OF SPORTS FACILITIES	December	4 <u>242</u>
			MP, MAOTDR	)8
M025	•	Prior formal opinions issued by Regional Coordination and	June	
		DEVELOPMENT COMMISSIONS (CCDRs) IN LICENSING PROCESSES	MAOTDR	
M026	•	PAYMENT OF LICENCES ISSUED BY THE MINISTRY OF THE	November	
		Environment, Planning and Regional Development (MAOTDR)	MAOTDR, MFAP	



MEASURE		DATE / MINISTRY
M027	<ul> <li>Revision of the legal rules governing the integrated prevention and control of pollution (PCIP)</li> </ul>	June MAOTDR
M028	• SIMPLIFICATION OF ENVIRONMENTAL IMPACT ASSESSMENT (AIA) procedures	→ Simplex'07 June MAOTDR → Simplex'07
M029	• Media Regulatory Authority (ERC) registration of media bodies	September MAP
M030	• HELPFUL GUIDE TO THE CREATION OF MICRO-ENTERPRISES IN RURAL AREAS	June MADRP
M031	<ul> <li>Processes concerning the accreditation of goods and suppliers for the Armed Forces</li> </ul>	September MDN
M032	<ul> <li>Conformity assessments in contracts between the Ministry of Defence and suppliers</li> </ul>	December MDN
M033	<ul> <li>Processes concerning the adoption and use of allied rules and standards and/or publications</li> </ul>	December MDN



BLOCK II	MANAGING AND EXPANDING ENTERPRISES DOING BUSINESS
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## ACCESSING AND SHARING INFORMATION

MEASURI		DATE / MINISTRY
M034	• THE PUBLIC ANNOUNCEMENT WEBSITE (PAP)	June
		MP
M035	• ON THE SPOT PUBLICATION OF ANNOUNCEMENTS OF PUBLIC CONTRACTS	June
		MP
M036	• Proof of conformity with the rules governing duties on the	December
	SALE OF MEDICINES AND/OR HEALTH-RELATED PRODUCTS	MS
M037	NATIONAL DATABASE OF PRIVATE HEALTHCARE PROVIDERS     (RNDDCS)	September
	(BNPPCS)	MS
M038	• TOURISM CHANNEL FOR ENTERPRISES	November
		MEI
M039	• Employment Exchange for the tourist sector	November
		MEI, MTSS
M040	<ul> <li>THE NATIONAL INSTITUTE OF CIVIL AVIATION'S (INAC) INTEGRATED INFORMATION SYSTEM (SINAC)</li> </ul>	November
	INFORMATION SYSTEM (SINAC)	MOPTC
		→ Simnlex'07



MEASURE			DATE / MINISTRY
M041	•	MANAGEMENT OF THE RADIO-ELECTRIC SPECTRUM	November
			MOPTC



MEASURE			DATE / MINISTRY	
M042	•	DEMATERIALISATION OF WASTE MONITORING FORMS	December MAOTDR	
			→ Simnlex'07	
			စ် P Consult	
M043	•	<b>C</b> ERTIFICATION OF TELECOMMUNICATIONS INFRASTRUCTURES IN	June	
		BUILDINGS	мортс	
M044	•	CERTIFICATION OF PROFESSIONAL HARBOUR PILOTS	October	
M045	•	STATISTICAL FORMS FOR THE CIVIL AVIATION SECTOR	<b>MOPTC</b> November	
			МОРТС	
M046	•	MANDATORY DEPOSIT OF PUBLICATIONS	December MC	
M047	•	LEARNING ESTABLISHMENTS' OBLIGATIONS TO INFORM	September	
			ME	

#### FULFILLING LEGAL OBLIGATIONS

#### MAKING IMPORT AND EXPORT OPERATIONS FASTER AND MORE FLEXIBLE

MEASURE			DATE / MINISTRY
M048	•	PAYMENT OF VAT (IVA) ON IMPORTS	December
			MFAP

4<u>242</u>



MEAS	URE		DATE / MINISTRY
M049	•	ELECTRONIC CUSTOMS DECLARATIONS	December
			MFAP, MEI
M050	•	SUBMISSION OF DOCUMENTS TO THE CUSTOMS SERVICES	December MFAP,
			MP, MJ
M051	•	STAMP DUTY ON TOBACCO AND ALCOHOLIC BEVERAGES	March
			MFAP
M052	•	LICENSING AND CERTIFICATION OF MILITARY GOODS AND TECHNOLOGIES	September
			MDN

#### REGISTRIES, COMPANY NAMES AND TRADEMARKS

MEASURE			DATE / MINISTRY	
M053	•	BILINGUAL TRADE REGISTRY	June	4 <u>242</u>
			ĹŴ	'08
M054	•	New user reception model for registry services	December	
			MJ	
			→ Simnlex'07	
M055	•	New industrial property database functions	July	
			MS	



MEASURE		DATE / MINISTRY
M056	• Arbitration centres	June MJ, MEI, MCTES
M057	• Online firms	yJuly <b>LM</b>
M058	• On the spot branch offices	June MJ
M059	• SIMPLIFICATION OF COMMUNICATIONS BETWEEN ENTERPRISES AND THE STATE	December MJ, MFAP, MTSS

### MAKING ACCESS TO PUBLIC SERVICES EASIER

MEAS	SURE		DATE / MINISTRY	- <u> 2</u>  2
M060	•	Improved access to the Institute of Douro and Port Wine's (IVDP) services	November MADRP	'08
M061	•	<b>IVDP</b> wine-related processes and applications for declaration of soil suitability	July MADRP	



MEASURE	Ξ		DATE / MINISTRY
M062	•	Simplification of public project-finance procedures	April
			MFAP,
			MAOTDR,
			MCTES
M063	•	Process for supporting beneficiaries of CAP aid and incentives	December
			MADRP
			→ Simnlex'07
M064	•	Provision of guarantees to the Institute for Support for	October
		SMALL AND MEDIUM-SIZED ENTERPRISES (IAPMEI)	MEI
M065	•	Applications for IAPMEI incentives and products and services	June
			MEI
M066	•	Access to financial support in the tourist sector	November
			MEI
M067	•	STATE MEDIA INCENTIVE SYSTEM	November
			MAP

# **INCENTIVE AND SUPPORT SYSTEM**



MEASURE	E		DATE / MINISTRY
M068	•	MANDATORY WORKING CONDITIONS AUTHORITY (ACT) AUTHORISATIONS, COMMUNICATIONS AND NOTIFICATIONS	November MTSS
M069	•	Elimination of obligations to inform ACT	November MTSS
M070	•	Easier payment of fees charged by the Working Conditions Authority	November MTSS
M071	•	MATCHING JOB SEEKERS AND EMPLOYERS	December → Simplex'07 → Simplex'07
M072	•	Electronic applications for "Employment Measures"	December MTSS

# HUMAN RESOURCES - WORKING CONDITIONS



MEASURE		DATE / MINISTRY
M073	• Improved information on labour legislation and better user reception at Job Centres	December MTSS
		→ Simnlex'07
M074	• STATISTICAL INFORMATION IN THE EMPLOYMENT AND VOCATIONAL	November
	TRAINING FIELD	MTSS



		BL	ock III				DISSOLVIN	g comp	anies an	D ECONOMIC ACTIVITIES
MEAS	URE									DATE / MINISTRY
M075 • DISSOLVING COMPANIES VIA		ia Inte	ERNET					December MJ		

# FOODSTUFFS: DOURO WINE

MEASURE	Ξ		DATE / MINISTRY	10.1
M076	•	Consolidation of legislation on the Porto and Douro denominations of origin	December MADRP → Simplex'07	424 <u>:</u> 108
M077	•	Market Launches	March MADRP	



MEASURE	DATE / MINISTRY	
M078	• LABELLING AND SIMILAR OBLIGATIONS	December
		MADRP
M079	• TRANSPORT, WAREHOUSING, STORAGE	June
		MADRP



# PRIVATE INDIVIDUALS

BLOCK I SIMPLIFYING AND IMPROVING ACCESS TO HEALTHCAR
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MEASURE			DATE / MINISTRY	
M080	•	E-DIARY	December	
			MS	
			P Consult	I
M081	•	${\bf P}_{\mbox{rescriptions}}$ for medicines and complementary diagnostic and	December	
		THERAPEUTIC RESOURCES (MCDTS) FOR PATIENTS SUFFERING FROM CHRONIC PATHOLOGIES	MS	
M082	•	THE TRANSPARENCY WEBSITE	November	
			MS	4 <u>242</u>
				'08
				00



BLOCK II	SIMPLIFYING AND IMPROVING ACCESS TO EDUCATION, SCIENCE, CULTURE AND
DLOCK	SPORT-RELATED SERVICES

### EDUCATION AND TRAINING

MEASURE	E		DATE / MINISTRY
M083	•	<b>S</b> TUDENT ACCESS TO ADMINISTRATIVE DOCUMENTS AT SCHOOLS	October
			ME
			d P Consult
۸084	•	SIMPLIFICATION OF APPLICATIONS FOR HIGHER EDUCATION SOCIAL ACTION (ASEES) SUPPORT	September
			MCTES, MFAP, MTSS
<b>N</b> 085			Lub <i>y</i>
0000	•	CREATION OF A SINGLE INFORMATION PLATFORM FOR HIGHER EDUCATION STUDENTS	
			MCTES
N086	•	ONLINE AVAILABILITY OF FULL INFORMATION ABOUT ERASMUS IN	October
		Portugal	MCTES



#### LIBRARIES AND ARCHIVES

MEASURE		DATE / MINISTRY
M087	• THE "NETWORKED LIBRARY" PROJECT	December
		MDN
M088	<ul> <li>CREATION OF THE VIRTUAL DEFENCE ARCHIVE (HISTORICAL UNIT) (AVDN-NH)</li> </ul>	November MDN

# ACCESS TO CULTURAL ITEMS

MEASURE	Ξ		DATE / MINISTRY	
M089	•	ONLINE SHOPS	September	
			МС	
M090	•	e-tickets for the Dona Maria National Theatre	June	
			МС	
M091	•	OPTIONAL REGISTRATION OF CULTURAL HERITAGE ASSOCIATIONS (ADPCs)	November	4 <u>242</u>
			MC	<b>'</b> 08
			D Consult	00
M092	•	THE CAMÕES INSTITUTE VIRTUAL CENTRE (CVC)	December	
			MNE	



### SPORT

MEASURE			DATE / MINISTRY
M093	•	<b>P</b> ROGRAMME CONTRACTS FOR THE DEVELOPMENT OF SPORT	December
			MP
M094	•	Applications for competition-level sporting awards	March
			MP/IDP

BLOCK III	SIMPLIFYING AND IMPROVING ACCESS TO SOCIAL BENEFITS

MEASURE	Ξ		DATE / MINISTRY	
M095	•	Social Security Direct - New functions	September	
			ಿ P Consult	·08
M096	•	Social Security payments	December	
			MTS	- S
			ط P Consult	Ĵ



MEASURE		DATE / MINISTRY
M097	• IMPROVING USER CONTACTS WITH THE SOCIAL SECURITY SYSTEM	December
M098	• FINANCING TECHNICAL/TECHNOLOGICAL AIDS FOR PERSONS WITH DISABILITIES	November MTSS
M099	<ul> <li>Register of applications for technical/technological aids for persons with disabilities</li> </ul>	November MTSS, MS, ME
M100	DEMATERIALISATION OF APPLICATIONS FOR TECHNICAL/TECHNOLOGICAL AIDS FOR PERSONS WITH DISABILITIES	November MTSS
M101	• ADSE - Access to beneficiaries' current accounts	December MFAP
M102	<ul> <li>Direct access for recipients of assistance from the Armed Forces social Action Institute (IASFA)</li> </ul>	November MDN
M103	• UPDATING THE LIST OF RECIPIENTS OF ILLNESS-RELATED ASSISTANCE TO MEMBERS OF THE ARMED FORCES UPON DEATH	November MDN, MJ
M104	<ul> <li>SIMPLIFICATION OF THE EVIDENCE OF ILLNESS REQUIRED FOR ILLNESS-RELATED ASSISTANCE TO MEMBERS OF THE ARMED FORCES</li> </ul>	July MDN, MTSS





MEASURI	E		DATE / MINISTRY
M105		Address-change procedures	December
			MP, MTSS
M106	•	Online Civil Registry	December
			LW
M107	•	ISSUE OF CERTIFICATES OF QUALIFICATIONS BY HIGHER EDUCATION	April
		INSTITUTIONS	MCTES
M108	•	ELECTRONIC SCHOLASTIC QUALIFICATIONS CERTIFICATES	October
			P.Consult.
M109	•	Issuing hunting licences	October
			MADRP
M110	•	ISSUING FISHING LICENCES (INLAND WATERS)	July
			MADRP
M111	•	LICENSING FOR AMATEUR RADIO ENTHUSIASTS	November
			МОРТС
M112	•	Documents concerning activities regulated by InCI,	June
			МОРТС



MEASURE		DATE / MINISTRY
M113	• Revalidation and issue of replacement driving licences	June MOPTC
M114	<ul> <li>Simulator for the exchange of a foreign driving licence for a Portuguese driving licence</li> </ul>	June MOPTC
M115	• On the spot learner's licence	September
M116	• Driver alert	November MOPTC
M117	• Dematerialisation of the death certificate	December MS, MJ

BLOCK V	Simplifying the exercise of fiscal rights and the fulfilment of
DLUCK V	FISCAL OBLIGATIONS

MEASURE		DATE / MINISTRY	
M118	•	New Directorate-General of Taxation (DGCI) website	December
			MFAP



MEASURE		DATE / MINISTRY
M119	• Extension of the pre-completion of Personal Income Tax (IRS) Form 3	March MFAP, MTSS
		→ Simnlex'07

BLOCK VI	PROPERTY - HOUSING
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MEASURE			DATE / MINISTRY
M120	•	Conclusion of the computerisation of rural property registers	December MFAP Simplex'07
M121	•	Online property registry	December MJ
M122	•	Online vehicle registry	July MJ → Simnlex'07



MEASURE			DATE / MINISTRY
M123	•	THE HANDLING OF COMPLAINTS AND DENOUNCEMENTS BY THE CONSTRUCTION AND REAL ESTATE INSTITUTE (INCI)	June MOPTC
			→ Simnlex'07
M124	•	THE PROPERTY IDENTITY CARD	November
			мортс
			→ Simnlex'07
M125	•	Application forms for prior formal opinions from MADRP	October
			MADRP
			e P. Consult.
M126	•	SIMPLIFICATION OF THE ISSUE OF FORMAL OPINIONS IN	June
		PROTECTED AREAS	MAOTDR
			→ Simplex'07
M127	•	Single user reception unit for the Portuguese	December
		ENVIRONMENT AGENCY (APA)	MAOTDR



MEASUR	MEASURE			DATE / MINISTRY		
M128	•	Dematerialisation of procedures Environment Laboratory (LRA)	ΑΤ	THE	Reference	December P Consult Consulta P

BLOCK VII	SAFETY AND SECURITY
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MEASURI		DATE / MINISTRY
M129	• Electronic complaints - Phase 2	September
	-	MA → Simnlex'07
M130	• ELECTRONIC MANAGEMENT OF INFORMATION ON ROAD ACCIDENTS	December
		MAI
M131	• MANAGEMENT OF ROAD ACCIDENTS THAT SOLELY INVOLVE	May
	MATERIAL DAMAGE	MAI



MEASURE	:		DATE / MINISTRY
M132	•	THE GNR AND PSP (POLICE FORCES) SOCIAL WEBSITES	November
			MAI
M133	•	Restructuring the GNR and PSP's presence on the Internet	June
		INTERNET	IAM
M134	•	Reorganisation of the 112 emergency service model (phase 1)	December
		(PHASE I)	MAI
M135	•	SAFE SUMMER - NEW WAYS OF PROTECTING HOMES DURING THE	June
		HOLIDATS	MAI
			→ Simnlex'07
M136	•	Lost and found information - phase $2$	September
			IAM
			→ Simnlex'07

BLOCK VIII	CIVIC AFFAIRS
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MEASURE	I		DATE / MINISTRY
M137		THE SENIORS RECEPTION UNIT	December
			MP, MTSS, MS, MFAP
M138	•	EXPANSION OF THE SINGLE USER RECEPTION UNIT NETWORK	December
			LW
			→ Simplex'07
M139	•	New Electronic <i>Diário da República</i> website	March
			MP
			→ Simnlex'07
			P Consult
111.10			
M140	•	Open hearings	November
			d P Consult
M141	•	Recognising foundations	September
			MP



MEASURE	Ξ		DATE / MINISTRY
M142	•	Automatic voter census system	December
			MAI, MP, MJ
			→ Simnlex'07
M143	•	ONLINE FUEL PRICES	July
			MEI
M144	•	ELIMINATION OF THE "OFFICIAL CHEQUE" ISSUED BY THE COURTS	December
			ΓW
			d P Consult
M145	•	<b>P</b> AYMENT OF AUTONOMOUS DEPOSITS VIA HOME-BANKING	December
			μ
			d P Consult
M146	•	Town and country planning procedures	December
			MAOTDR
M147	•	PRACTICAL REAL ESTATE ASSET GUIDES	December
			MAOTDR, MC



MEASURE		DATE / MINISTRY
M148	• GEOGRAPHIC INFORMATION ACCESS PROCEDURES	December MAOTDR, ME → Simplex'07
M149	<ul> <li>National Register of Non-Governmental Environmental Organisations and Equivalents (RNONGAE)</li> </ul>	October MAOTDR
M150	• PAYMENT OF FINES BY ATM OR HOME-BANKING	December MAOTDR, MFAP
M151	• RATIONALISATION OF POSTAL SERVICES	November MOPTC
M152	• PAYMENT BY ATM AT THE POST OFFICE (CTT)	November MOPTC
M153	<ul> <li>Complaints concerning the implementation of Community Law</li> </ul>	July MNE
M154	<ul> <li>Modernisation of the Portuguese Development Aid Institute's (IPAD) departments and services</li> </ul>	December MNE



BLOCK IX	EMIGRATING AND IMMIGRATING
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MEASURE			DATE / MINISTRY
M155	•	Obligations to inform under the Immigration Law	June
			MTSS
M156	•	THE COMPLAINTS AND MONITORING SYSTEM	March
			MP
M157	•	IMPROVED USER RECEPTION AND ACCESS TO INFORMATION AT	December
		THE NATIONAL IMMIGRANT SUPPORT CENTRES (CNAIS)	MP
M158	•	Consular emergency management system	September
			MNE
M159	•	Linking the ViaCTT project to the "Virtual	December
		Consulate" Project	MOPTC, MNE
M160	•	THE NATIONAL VISA INFORMATION SYSTEM (SIV) PROJECT	September
			MAI, MNE
			P Consult
M161	•	Improved user reception at SEF and the dematerialisation of internal SEF files	December
		DEMATERIALISATION OF INTERNAL <b>JEF</b> FILES	MAI



MEASURE			DATE / MINISTRY
M162	•	SEF'S AUTOMATIC PRE-SCHEDULING SYSTEM (SAPA)	April MAI
			P Consult
M163	•	THE SEF-TV PROJECT (SEF IS THE BORDERS AND Immigration Service)	April MAI
M164	•	THE FOREIGN CITIZEN'S CARD (CCE) PROJECT	December MAI, MP, MFAP, MTSS, MS
M165	•	THE FOREIGNERS' FINGERPRINT REGISTRATION AND CONSULTATION SYSTEM (SIRCIDE) PROJECT	July MAI
M166	•	THE VISITOR INFORMATION SYSTEM (SIV) PROJECT	December
M167	•	The "RAPID - Green Lane" Project for border controls for holders of electronic optically read passports - phase 2	MAI May MAI → Simplex'07
M168	•	Asylum procedures	October MAI



# PUBLIC ADMINISTRATION

BLOCK I Public Administration

MEASURE	E		DATE / MINISTRY
M169	•	THE COMMON KNOWLEDGE NETWORK (RCC)	June
			MP, Every Ministry
M170			
M170	•	INTER-INSTITUTIONAL TELEWORKING	September MP
M171	•	THE INSPECTORATE-GENERAL OF FINANCE'S INFORMATION SUPPORT SYSTEM (SIQREN-AA IGF) PROJECT	September
			MFAP
M172	•	MANAGING BUDGET-RELATED DOCUMENTS AND WORKFLOWS	December
			MFAP
M173		INTERNAL MANAGEMENT PROCEDURES AT THE PORTUGUESE	November
		TOURISM AGENCY (TP)	MEI
M174		Tourist statistics	June
			MEI, MAI
		T	
M175	•	THE QUALITY MANAGEMENT SYSTEM AT THE SECRETARIAT- GENERAL OF THE MINISTRY OF THE ECONOMY AND INNOVATION	October
			MEI



MEASURE	E		DATE / MINISTRY
M176	•	Modernisation of internal management procedures at the Ministry of Defence $\mathbf{M}_{\text{I}}$	December MDN/NAVY
M177	•	Improving user reception at the $M$ inistry of Defence	December
			MDN
			e P.Consult
M178	•	Dematerialisation of internal files at the Directorate- General of Local Authorities (DGAutL)	June
			РСМ
M179	•	Sharing information between the Inspectorate-General of Local Administration (DGAdminL) and local	July
		AUTHORITIES	РСМ
M180	•	Improving and sharing information at the Working	October
		CONDITIONS AUTHORITY (ACT)	MTSS
M181	•	SHARING SERVICES AT THE INSTITUTE OF EMPLOYMENT AND	December
		Vocational Training (IEFP)	MTSS
M182	•	THE PRISON SERVICE'S INTERNAL MANAGEMENT PROCEDURES	December
			MJ
M183	•	THE JUDICIAL ADMINISTRATION'S INTERNAL MANAGEMENT	December
		PROCEDURES	LW



→ Simnlex'07

MEASURE		DATE / MINISTRY	
M184	• THE CORONER'S SERVICE'S INTERNAL MANAGEMENT PROCEDURES	December	
		μ	
M185	• THE SOCIAL REINSERTION SERVICE'S INTERNAL MANAGEMENT	December	
	PROCEDURES	μ	
M186	• THE PORTUGUESE ENVIRONMENT AGENCY'S (APA) DOCUMENT	December	
	MANAGEMENT SYSTEM	MAOTDR	
		→ Simnlex'07	
		P Consult	
M187	• <b>APA's</b> integrated registration system	December	
		MAOTDR, MJ	
		→ Simnlex'07	
		P.Consult.	
M188	• The Integrated System for the Automatic management of	December	
	the National System for Surveying Emissions by Source and their Removal via Atmospheric Pollutant Sinks	MAOTDR, MJ	
M189	• THE RATIONALISATION OF INTERNAL MANAGEMENT AND USER	December	
	reception procedures at the Regional Coordination and Development Commissions (CCDRs)	MAOTDR	

Conclusion or consolidation and development of a Simplex'07 Measure.



#### Incorporates a suggestion or a new measure derived from the public consulta-P Consult tion process.