This programme is the result of a joint effort of the whole Government and in particular of a very strong commitment from the Prime Minister, José Sócrates, and the Minister at the Presidency of the Council of Ministers, Pedro Silva Pereira.

I would also like to mention all those who were involved in the preparation of SIMPLEX'09:

In my office, a special reference should be made to Elísio Borges Maia, Sofia Carvalho, Ana Neto, Mafalda Domingues, Daniel Martins, Maria do Céu Pereira, Ana Rita Henriques and Bárbara Rosa Santos, for their unwavering support to the tasks that we had to complete at different moments throughout the year, never refusing to carry on after hours or going the extra mile;

In the various ministries, the following individuals were also instrumental in preparing this programme: Ana Costa Dias, André Miranda, Daniela Monteiro, João Batista, João Labescat, Joel André Azevedo, Jorge Faria, Jorge Rato, Luís Rebelo de Sousa, Luísa Tomás, Marcelo Carvalho, Maria José Garcia, Maria José Ribeiro, Miguel Cabrita, Miguel Leocádio, Natália Melo, Renato Pereira, Rita Antunes, Sérgio Cantante Bastos, Sónia Santos, Sofia Nascimento Rodrigues, Susana Rodrigues, Teresa Chaves de Almeida, Vítor Hugo Salgado.

A special reference should be made to the Agency for Administrative Modernisation (Agência para a Modernização Administrativa) which organised the public consultation process and has been coordinating the Local Government's Simplification Programme (Simplex Autárquico).

A word of thanks to the members of the steering committee for the Simplex programme: Ana Maria Perez, Maria Celeste Hagatong, Maria Teodora Cardoso, Rui Moreira and Teresa Mendes.

I would also like to express my gratitude to the hundreds of civil servants who took part in the Ideia.Simplex award and to those who kindly accepted to be part of its jury and showed extraodinary dedication and steadfastness throughout: Afonso Silva, Paulo Henriques and Ana Cristina Guimarães.

Last, but not least, I am indebted to all citizens, businesses and associations that sent us suggestions throughout the year and participated in the public consultation for this programme.

This is a better programme thanks to all those that were mentioned above. We look forward to having their continuing colaboration during the execution phase and in the assessment of the measures as they are implemented.

Lisbon, February 2009

Maria Manuel Leitão Marques

(Secretary of State for Administrative Modernisation)

CONTENTS

Executive Summary

The **Sim**plex'09 Programme includes a package of 200 simplification measures, showing the simplification efforts that are being developed in several government departments and public services.

Among those measures, 46% are designed to make citizens' life easier in their day-to-day interactions with public services; 34% are aimed at eliminating and reducing the bureaucratic burden on businesses. The remaining 20% are designed to improve the efficiency of public services, reduce operating costs and simplify interactions with their staff.

IMPACT	No.
Citizens	77
Businesses	53
Citizens and Businesses	30
Public services	40
	200

As happened with previous programmes, the simplification measures included in the **Sim**plex'09 programme were the object of a public consultation.

A total of 129 measures were submitted for public consultation. Of the total number of contributions received (634), more than twenty were integrated in the programme.

Other measures included in **Sim**plex'09 came from ideas submitted via the Suggestions Box (*Caixa de Sugestões*) available in the Simplex's website (www.simplex.pt), which is now open on a permanent basis (144 suggestions were submitted in this way), from proposals presented at the Forum for Small and Medium-sized Companies (*Fórum PME*) that we jointly organised with the Entrepreneurial Association for Innovation (*COTEC – Associação Empresarial para a Inovação)*, and at the Committee on Procedural Changes (*Comissão de Desformalização*) or that were submitted by business associations.

This year, we devised a new way for civil servants to participate in the process. We established the **Ideia.Simplex Award**, which is aimed at stimulating the ability to innovate and simplify amongst all those who work in public services, whether at the central or local level, in order to benefit from their professional experiences and close relations with the services' users.

This initiative was received enthusiastically – more than 300 proposals were submitted to the competition by central and local civil servants – indicating that it could become another tool to identify and correct excessive bureaucracy at different levels in public administration.

In **S**implex'09, there is a special focus on the **health sector** and on the **reduction of administrative costs** for SMEs.

Another major concern in the preparation of this programme was the need to assess, consolidate, develop (and implement them again, if necessary) some of the simplification measures included in previous programmes. For that purpose, but not only because of that, the systematic collection of outcome indicators has become a regular task for all the services involved in the implementation of the programme.

Goals

To prepare public services to respond promptly and effectively to the needs of citizens and businesses is an underlying need to all initiatives aimed at better regulation and administrative simplification.

Such efforts should contribute to **promote the rationalisation and efficiency of the public sector** by promoting an enhanced sharing of resources and information between public services, greater collaboration on processes cutting across different areas of the public sector, better integration of the services, and the provision of services organized according to important life events of citizens and businesses.

They should also contribute to **increase citizens' trust** in public services and civil servants, making their daily life easier, as well as the exercise of their rights and the fulfillment of their duties.

They should also pave the way for a **speedier issuing of licenses and permits and for the completion of other administrative procedures** that are required for companies to run their businesses. Or to eliminate the need to complete such procedures when shown to be useless.

They should **promote competitiveness in Portugal** by reducing the administrative costs for specific economic activities.

In 2006, we described Simplex as a "programme under construction" with a significant learning component: stimulating public services to permanently monitor their interactions with citizens and businesses, assessing their respective costs and questioning their usefulness.

That has indeed been the case with the various programmes implemented so far.

- Simplex'06 was the outcome of a selection of more than 600 suggestions that came from the services, in most cases without any prior political validation. The measures that were not aimed at simplification were eliminated from the outset. The selected measures were grouped according to the main topics for the year.

- Simplex'07 was preceded by a broad public consultation; the selection process, accountability procedures and political validation mechanisms were improved and a new model was adopted that was based on the interactions between citizens and businesses and public services.

- Simplex'08 continued to review and streamline public services and to reduce administrative costs for economic activities by bringing together a range of measures under one common objective. It was the case, in particular, of the new regulatory framework for simplified licensing procedures.

- Simplex'09 carries on the effort to aggregate, consolidate and develop some important measures that were completed in previous years, and pays special attention to the streamlining of procedures in the health sector, as well as to the reduction of administrative costs for SMEs.

THE NATIONAL APPROACH TO A EUROPEAN CHALLENGE: REDUCING THE ADMINISTRATIVE BURDEN FOR BUSINESSES

In January 2007, the European Commission launched an "Action Programme on Reducing Administrative Burden in the European Union".

The European Council that was held in the spring of 2007 ratified the programme and established a goal of reducing administrative burden on businesses by 25% by 2012 in the European Union and individual Member States. The Council further invited Member States to set their own national goals of a similar magnitude, adding that they would be allowed to include in their calculations the reduction of administrative costs resulting from simplification measures developed since 2004.

In order to pursue this objective, the Council of Ministers adopted Resolution no. 196/2008 which included a commitment to reduce administrative costs for businesses in the programmes aimed at better regulation and administrative simplification (*Programas Legislar Melhor e de Simplificação Administrativa e Legislativa* – Simplex). The goal is to **reduce administrative costs related to national laws and regulations by 25%** by 2012, particularly those that have a bearing on events that are important for **businesses' life cycles** which were identified in the Resolution. To gauge the reductions achieved, a methodology based on the standard cost model (SCM) will be used, as will happen in other Member States.

Simplex'09 is one of the main tools that will be used to materialise the commitment that the Portuguese Government entered into.

Methods

B etter regulation and the streamlining of administrative procedures is not a task assigned to a specific government department or public service.

On the contrary, Simplex is the outcome of an initiative that involved the Government as a whole. It is incumbent upon the Office of the Secretary of State for Administrative Modernisation (*Gabinete da Secretária de Estado da Modernização Administrativa*), supported by the Agency for Administrative Modernisation (*Agência para a Modernização Administrativa*, AMA) and in close collaboration with Simplex staff across all ministries to organise the planned measures, coordinate the public consultation process, prepare the annual programmes, oversee their implementation and evaluate their respective outcomes.

But Simplex was (is) only possible by fostering a culture of simplification in public administration and by strengthening the major factors of success for this type of programmes:

- Strong commitment and political guidance from the Prime Minister;

- Responsibilities shared by all ministries within their respective areas of competence;

- Involvement of public services and civil servants in identifying constraints and in evaluating the simplification measures;

- Public consultation and the active involvement of citizens and social groups and organisations;

- The definition of clear goals and public accountability.

Public consultation is nowadays one of the mechanisms systematically used by simplification programmes to pursue their objective of improved quality in public policies and decision-making processes.

There are many well-known advantages in opening decision-making processes on public policies to external contributions. Indeed, such an approach:

- Gives stakeholders an opportunity to make their views on policies known and, as such, influence the shape of the policies to be adopted;

- Contributes to improve the quality of the decisions;

- Facilitates a greater involvement of stakeholders in the final outcomes;

- Underlines the accountability of political decision-makers.

Just as 2007 and 2008, the consultation process for the Simplex'09 Programme was conceived as an **open consultation** process, allowing for the unrestricted access of participants and providing the possibility for participants to submit free contributions, not necessarily limited to the proposed measures.

For the first time, **a blog format was used** for the consultation process: the measures could be voted and commented upon by participants and their contributions were made available immediately, allowing others to comment on previous contributions.

The suggestions made by citizens, businesses and associations were submitted to the different ministries on the basis of their subject matter for analysis. A significant number of such suggestions were integrated in the programme's final version.

The full report of the consultation process is available at www.simplex.gov.pt.

In 2008, and in the wake of a request made by several citizens, we created a **Suggestions Box** (*Caixa de Sugestões*) in the Simplex programme website (www.simplex.pt) that will be permanently available.

The convening of *fora* with businesses and citizens – such as the forum for **small and medium sized companies** (*Fórum PME*) that was jointly organised with the Entrepreneurial Association for Innovation (COTEC) for the first time in 2008 – can also contribute to tailor the programme more closely to the simplification priorities as perceived by users of public services.

IDEIA.SIMPLEX AWARD

The year 2008 was also the year when we sought to tap the innovative spirit and skills of civil servants with a view to promoting simplification by creating the Ideia.Simplex Award.

The award is aimed at stimulating the participation of all those who work in public services, whether in central or local administration, and to benefit from their professional experience and close relations with their services' users.

In just one month, we received 313 suggestions for simplification from our civil servants (281 individual and 32 collective suggestions), of which 274 working in central government and 38 in local government.

The jury awarded prizes to 4 suggestions and bestowed honorary mentions on a few others. Some of the suggestions submitted to the Ideia.Simplex competition were included in the Simplex'09 programme; others may be considered for future programmes, once the requirements for their effective implementation have been duly assessed.

Suggestions of this kind, whether great or small, will certainly contribute to make the lives of citizens and businesses easier and will improve public service delivery.

AN ONGOING MISSION

Simplification is something that cannot be achieved by means of decrees. It must be understood as an ongoing mission to correct the excessive rigidity of laws, regulations and associated administrative practices and to adapt them so that public administration can effectively address the challenges of a world that is characterised by constant and hectic change.

Simplification is work in progress. Those simplification measures that were at one point considered as having been fully implemented should remain under close scrutiny and constant re-evaluation.

Firstly, because something that is considered as completed (e.g. simplification of the legal framework for licensing a specific activity or business) doesn't always produce the expected practical results. Only by monitoring its implementation can the task be considered as completed.

And also because measures that seem successful at a particular moment in time almost always require improvements later on, by adding new functionalities (as happened to the "on-the-spot business" measure), improving existing ones, updating the supporting technology (where this is relevant) or reviewing the procedures under the light of a new context (whatever seems necessary today may be dispensable tomorrow, and vice-versa).

The systematic collection of data on outcome indicators has thus become a common task to all the services involved in the programme. For some, this had been a routine procedure since the simplification programmes had started or even before that. For others, the new culture of measuring their performance and outcomes was a challenge that they had to address and adapt to.

It is therefore essential that monitoring of simplification measures becomes a routine practice, so that gradually a culture of simplification is infused in the services and their users.

LOCAL GOVERNMNET's SIMPLIFICATION PROGRAMME (*SIMPLEX AUTÁRQUICO*)

In July 2008, nine municipalities - Águeda, Cascais, Guimarães, Lisbon, Pombal, Portalegre, Oporto, Redondo and Seixal – together with the central Government, launched the Local Government's Simplification Programme (Simplex Autárquico programme).

The programme has adopted the same rules as the Simplex programme for central administration while strictly observing the autonomy of the participating municipalities. It is open to the participation of any municipality willing to adhere to the proposed measures. Municipalities may also add other simplification measures of their own.

The programme currently involves 38 Municipalities who are implementing 123 simplification measures. Another 51 municipalities are in the process of adhering to the programme.

The key objectives of the programmes implemented so far and aimed at better regulation and administrative simplification – to make the life of citizens easier, to reduce the administrative costs that represent a burden for economic activities and to modernise the way public administration operates – are also enshrined in the Simplex Autárquico programme.

The first **Sim**plex Autárquico programme comprises three types of measures: **intersectoral measures** that depend the collaboration between central and local administration (for example, on matters of public procurement or industrial licensing); **intermunicipal measures**, when a similar commitment is entered into by several municipalities covering a given period of time; **municipal measures**, when the measures are only implemented in one municipality or parish.

TO EXTEND THE REACH OF THE PROGRAMME, FOSTERING A NEW ATTITUDE

The work undertaken in 2008, the extension of the simplification measure to local authorities, the greater reach of the public consultation process, the incentives to the participation of civil servants have strengthened a culture of simplification and have led to its wider dissemination, which is the ultimate objective of the programme:

- This was the year when **500 Simplex measures** were implemented: some of them more successfully than others; some that undoubtedly will need to be revisited and possibly re-enacted in the future; others whose positive outcomes are undeniable but that will require new versions and functionalities;

- This was the year when the OECD disclosed its assessment of simplification and e-administration and acknowledged that «Simplex has become a high-profile initiative — unique among OECD countries — with strong political support, addressing the need for simplifying the Portuguese public sector and its service delivery.»;

- This was particularly the year when **to be or not to be "Simplex"** began to make a difference: in the services, with the staff, with a growing number of citizens, with the most innovative SMEs and especially in the **joint preparation of Simplex'09** itself.

ON THE PRESENTATION OF THE MEASURES

For a better understanding of the contributions received, we have marked with a special symbol:

- the measures coming from the public consultation process, the SME forum, the suggestions' box, the IAPMEI surveys and from the business' associations

- the measures originating from the Ideia.Simplex award

The measures that were not fully implemented within the previous programmes or those where an assessment suggested that an additional effort of simplification was required have been included anew in this Simplex Programme.

They have also been marked to make it easier its recognition.

This year, we decided to emphasize those measures that should have an impact on the two main target-groups for simplification – Businesses and Citizens – in both areas of the Programme. That is why their description can be found in the two sets of measures designed for the two beneficiary groups.

In order to avoid counting them twice, the numbering used when describing the measures in the first group – Citizens – is kept when the measure is described again in the second group – Businesses - and a different colour is used to signal them.

Focus on

W e have selected a group of measures from amongst the 200 measures that make up the Simplex programme for 2009. These are measures whose impact will be particularly relevant for citizens and businesses and for the efficiency of public services.

Besides the expected outcome of their implementation, the involvement of different government departments in their implementation which reflects the commitment of the Government as a whole in this programme was an important criterion for their selection.

● CITIZENS

DIRECT ACCESS TO EXEMPTION FROM HEALTH SERVICES FEES

To exempt pensioners with pensions below the national minimum wage from submitting evidence of their entitlement to such exemption on an annual basis to their Health Centres. This will be achieved by promoting direct communication between the health care and financial services. This measure will eliminate the need for a significant number of citizens to go to public services to obtain forms and submit documentary evidence.

ELECTRONIC VACCINATION CARDS

To establish electronic vaccination records and make them available online, eliminating the need for a paper version.

MONITORING THE ADMINISTRATIVE STATUS OF PATIENTS WAITING FOR SURGICAL PROCEDURES

To give patients awaiting a surgical procedure the possibility to follow their status on the waiting lists. Information will be made available in real time about their position on the list and estimated time until summoned for the surgical procedure.

MULTI-CHANNEL EDUCATION SERVICES

To create an integrated, multi-channel (face to face, by phone, fax, Internet and/or e-mail) information service within the Ministry of Education.

The new system will be supported by a Customer Relationship Management (CRM) tool. It will be aimed at providing an integrated management of the various channels and a standardised approach to replies and procedures. This will lead to a significant improvement in the quality of the information and services provided.

ELECTRONIC PROCESSING OF STUDENTS' CASE FILES IN HIGHER EDUCATION

To proceed with the simplification and dematerialization of the administrative procedures associated with the students' academic life in higher education. In particular, the measure will be aimed at introducing or generalising the following procedures: (i) eliminating the need to create paper-based case files, replacing them with electronic documents and authentication procedures whenever required; (ii) using e-forms to apply for exams and request academic certificates; (iii) issuing academic certificates and diplomas of higher education in electronic form.

ONE STOP HOUSE IN YOUR BANK FOR ALL PROPERTIES IN THE COUNTRY

Extending the "One Stop House in your Bank" service (which is currently being piloted in Braga and Leiria) by establishing One Stop House counters in banks' branch offices with a view to providing the necessary assistance to citizens when the transaction requires a bank loan.

The One Stop House facility allows users to complete all the necessary procedures to purchase/sell a house in one single spot. In a faster, simpler, cheaper and safer way.

ONLINE PARENTAL ALLOWANCE

Making it possible to request the parental allowance online through the Social Security website (*Segurança Social Directa*).

MY STREET

Developing an infrastructure that will allow citizens to actively participate in the management of their street and/or neighborhood, by communicating existing problems and suggesting improvements directly to their local authorities (municipalities or parishes). An online software application that will include geographically referenced information will be made available and citizens will be able to follow the way in which the problem that they have reported is being addressed by the authorities. A pilot-project involving a limited number of municipalities/parishes will be launched to trial-run the measure before it is extended to all local authorities under the Local Government's Simplification Programme (Simplex Autárquico).

INOV-ART: ONLINE APPLICATIONS FOR PROFESSIONAL INTERNSHIPS

To implement a collaborative platform within the Inov-ART project that will make available application forms online for young people interested in applying for professional internships with foreign entities.

INFORMATION TO TAXPAYERS

Providing tax payers with all the information required to fulfill their fiscal obligations by the required deadlines. It will comprise the following initiatives:

- Drafting a guide or handbook on the relations between taxpayers and the fiscal administration. The resource will list the rights and duties of tax payers with regard to the State and the best way to comply with those duties within the prescribed deadlines. The guide book/handbook shall be sent to all taxpayers starting an economic activity or declaring assets pursuant to the procedures of the Directorate-General for Taxation (*Direcção-Geral das Contribuições e Impostos*, DGCI);

- Providing an alert system that will inform taxpayers by e-mail and text messages about approaching deadlines for complying with their fiscal obligations;

- Sending personal e-mails and text messages or messages over the internet whenever taxpayers comply with their fiscal obligations and pay an amount that was due as well as to inform them of the total amount of taxes paid by over a fiscal year.

ONLINE RECRUITMENT AND SELECTION AT THE MINISTRY OF NATIONAL DEFENCE

Enabling recruitment and selection procedures to be processed electronically.

INFORMATION FOR DRIVERS

To post information about relevant dates for vehicle inspections, renewal of driving licenses and payment of the single circulation tax (*imposto único de circulação*) on the website of the Institute for Mobility and Land Transportation (*Instituto da Mobilidade e dos Transportes Terrestres*).

● BUSINESSES

COMPANIES' ELECTRONIC CASE FILES

Designing and developing an electronic file format for businesses. Businesses' electronic files will be accessible via the reserved area of the Business' Portal (*Portal da Empresa*) by using the Citizen's Cards (*Cartão de Cidadão*). The businesses electronic files will allow companies to access information made available by different agencies and bodies of public administration. The information will be tailored to their needs, bearing in mind the companies' profile and characteristic activities. The electronic files should also enable businesses to initiate a request or to track down and find out about the current status of a request that has already been placed.

FAST-TRACKING SME PROJECTS WITH QREN FUNDING

To define a speedier, integrated procedure for dealing with SME projects who have had their funding approved by the National Strategic Reference Framework (*Quadro de Referência Estratégico Nacional*, QREN).

These are projects that have already undergone a rigorous assessment by State bodies – that have certified the merits and economic sustainability of the project, the credibility of the developer, its technical and financial capability to undertake the project, etc. – and that are subject to tight execution deadlines. It is therefore justifiable to practice positive discrimination in the processing of the procedures to which they may be subject.

ONLINE RATING OF TOURISM DEVELOPMENTS

Allowing interested parties to follow electronically the procedures involved in the rating of tourism developments by the Portuguese Tourism Authority (*Turismo de Portugal*). The system to be developed will provide real time access to all relevant and updated information.

STREAMLINING VAT REFUNDS FOR EXPORTING COMPANIES

Providing an automatic validation procedure for the exports listed by companies in their applications for VAT refunds. The validation procedure will use the database of the Directorate-General for Customs and Excise (*Direcção-Geral das Alfândegas e dos Impostos Especiais sobre o Consumo*, DGAIEC).

ONE-STOP SHOP FOR SERVICES

Developing the necessary infrastructure to create a one-stop shop for companies or applicant companies in the services industry. The facility will provide access to the procedures required to engage in the provision of services, pursuant to the Services Directive. The facility will be accessible both in person and online, using the Business' Portal (*Portal da Empresa*).

BUSINESS PORTAL 2.0

Transforming the Business' Portal (*Portal da Empresa*) into the single contact point for online interaction between businesses and government.

The aim is to bring together and consolidate the many transversal and sectoral public services and to ensure that businesses have a single and integrated vision of the public sector.

ONLINE TRANSACTION OF LAST HARVEST WINES

As a result of the implementation of this measure, market operators will be able to use the reserved area on the website of the Institute for Douro and Port Wines (*Instituto dos Vinhos do Douro e Porto, I.P.*) to buy and purchase online the wines from the latest harvest (Base V).

The measure is aimed at streamlining and speeding up the transactions between producers and dealers as well as enabling a better control of the market.

ONLINE REQUESTS FOR 2nd COPY OF PLATE NUMBER CERTIFICATES

Enabling people to request online new copies of their plate number certificates.

ONLINE LICENSES/PERMITS FOR VENUES TO BE USED FOR ARTISTIC PERFORMANCES

To streamline and dematerialise the procedures required to obtain licenses/permits for buildings to be used for artistic performances.

The measure will consist in a simplification of the procedures involved and in the electronic processing of requests for technical and security inspections of buildings and the subsequent issuing of licenses/permits for their use for artistic performances. A reserved area will be created in the portal of the Inspectorate-General for Cultural Activities (*Inspecção-Geral das Actividades Culturais*, IGAC, www.igac.pt) to access certified information and to check the status of applications.

RANKING OF ONLINE SERVICES PROVIDED BY LOCAL AUTHORITIES

To design a technological platform that will compile and rank the online services provided by different local authorities.

The ranking will be made available by the Directorate-General for Local Authorities (*Direcção-Geral das Autarquias Locais*) and will help local authorities that provide fewer services online to adopt the necessary measures to improve their stand in the ranking.

CADASTRE INFORMATION SUPPLIED ONLY ONCE

Making cadastre information available to whichever public service or government department that may require it, thus eliminating the need for businesses to repeatedly submit it to different authorities.

PUBLIC SERVICES

TO BE A CIVIL SERVANT

Creating a dedicated area for civil servants that will provide online information on rights and duties, as well as electronic forms and electronic surveys to assess satisfaction and quality. The dedicated area will also provide tools for users' open participation such as a suggestions box and other forms of informal contact. The link to this area will be via the portal of the Directorate-General for Administration and State Employment (*Direcção-Geral da Administração e do Emprego Público*).

ELECTRONIC PAY SLIP

To promote the remittance by e-mail of electronic pay slips to those working in services under the direct management of the State, thus eliminating the costs of printing and postage. The development of this measure will begin with a pilot project involving 20,000 civil servants that will run until September 2009. It is estimated that by the end of the current year, all entities using the human resources management system (*Sistema de Gestão de Recursos Humanos*) will be ready to use the electronic pay slip system.

NEW SYSTEM FOR SUBMITTING COMPLAINTS, PRAISE AND SUGGESTIONS

Creating a new system to submit complaints, register praise and make suggestions (*Sistema de reclamações, elogios e sugestões*, SIRES) in Citizens' & Business' Shops (*Lojas do Cidadão e Empresa*) and Citizens' & Business' Portals (*Portais do Cidadão e da Empresa*), enabling citizens to submit complaints, praise and suggestions with regard to the public services available in such shops both in person and electronically.

COMMON IDENTITY FOR PUBLIC WEBSITES

To promote a standardisation of all public websites and portals (from government departments and public services) in order to develop a specific and easily identified common image. The implementation of this measure will involve two main initiatives:

1. The inclusion of a common navigational bar at the top of all such sites that will allow users to easily navigate any of them;
2. The decision to make the use of the ".gov.pt" domain mandatory in all URLs.

In the Simplex'09 programme, the simplification measures are organised around citizens' and businesses' life events.

Citizens		
➔	HEALTH CARE	12
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➔ ACCESS TO REGISTRIES AND INFORMATION		5
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➔ PROTECTION AND SECURITY OF ASSETS AND PROPERTY		4
➔ COMMUNICATING AND ACCESSING INFORMATION		13
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Public Services		
➔ DOCUMENT MANAGEMENT AND INTRA-SERVICE COMMUNICATION		16
➔ MANAGEMENT OF HUMAN RESOURCES		10
➔ BUDGETARY MANAGEMENT		3
➔ INNOVATION AND SHARING OF KNOWLEDGE		10
➔ ASSESSMENT		1

Cidadãos

● HEALTH CARE

M001

DIRECT ACCESS TO EXEMPTION FROM HEALTH SERVICES FEES

Exempting pensioners with pensions below the national minimum wage from submitting evidence of their entitlement to such exemption on an annual basis to their Health Centres. This will be achieved by promoting direct communication between the health care and financial services. This measure will eliminate the need for a significant number of citizens to go to public services to obtain forms and submit documentary evidence.

➔ **October**

Ministry of Health; Ministry of Finance and Public Administration; Ministry of Labour and Social Solidarity

M002

SIMPLIFYING MEDICAL CERTIFICATES

Simplifying the procedures involved in obtaining and submitting medical certificates by:

a) standardising the form and contents of medical certificates;

b) reducing the number of circumstances where the submission of a medical certificate is mandatory;

c) processing requests of medical certificates electronically whenever the presence of the user is not required.

➔ **June**

Ministry of Health; Ministry of Finance and Public Administration; Ministry of Labour and Social Solidarity

M003

MORE 'EDUCATION FOR HEALTH'

To create an area for "Education for Health" in the Health Portal (*Portal da Saúde*) that will include multimedia information and training materials on health subjects such as: hygiene, preventing diseases, best practices, education for a healthy life, provision of basic health care, etc.

➔ **November**

Ministry of Health

M004

ELECTRONIC VACCINATION CARDS

To establish electronic vaccination records and make them available online, eliminating the need for a paper version.

→ **December**

Ministry of Health

M005

ELECTRONIC MEDICAL PRESCRIPTIONS

Issuing medical prescriptions in electronic form. A pilot-project will be run for that purpose.

The goal is to simplify the life of the users of health services, improve the prescription procedures and the delivery and control of prescribed medicines.

→ **December**

Ministry of Health

M006

STREAMLINING THE ISSUING OF TRANSPORTATION DOCUMENTS FOR USERS OF THE NATIONAL HEALTH SERVICE

To standardise the issuance of transportation documents for users of the National Health Service (*Serviço Nacional de Saúde*, SNS) and simplify the procedures involved.

→ **September**

Ministry of Health

M007

MONITORING THE ADMINISTRATIVE STATUS OF PATIENTS WAITING FOR SURGICAL PROCEDURES

To give patients awaiting a surgical procedure the possibility to follow their status on the waiting lists. Information will be made available in real time about their position on the list and estimated time until summoned for the surgical procedure.

→ **September**

Ministry of Health

M008

INTEGRATED ONLINE ACCESS TO HEALTH SERVICES

Providing users of the National Health Service (*Serviço Nacional de Saúde*, SNS) with integrated online access to the services provided. A mechanism for identification and certification will guarantee that such access is secure. The access to SNS services will be possible through a dedicated area in the Health Portal (*Portal da Saúde*).

→ **October**

Ministry of Health

M009

ELECTRONIC PRESCRIPTION OF NARCOTIC DRUGS

To introduce electronic prescriptions for drugs covered by Decree-Law no. 15/93 of 22 January and Regulatory Decree no. 61/94 of 12 October.

→ **October**

Ministry of Health

M010	**M011**	**M012**
ELECTRONIC MEDICAL RECORDS	**SELF-SERVICE AUTOMATED KIOSK**	**SIMPLIFIED PAYMENT OF THE HEALTH SERVICE FEES**

To allow secure access and sharing of users' clinical records by institutions providing health care upon permission by the users themselves. For this to happen, the records will have to be standardised and made available in electronic form.

The measure will be implemented by means of a pilot project involving the conversion into electronic format of the records of patients with blood-related conditions (hemato-oncology and general hematological conditions).

Providing self-service automated kiosks in primary health care facilities that will allow users to register, request medical examinations and tests, and pay services. The measure will be implemented in stages, as follows:

1st stage – Family health care units (160) by 30 June;

2nd stage – Health centres (360) by 31 October.

To streamline and simplify the payment of the Health Service Fees by introducing electronic means of payment including ATM cards.

With this measure payments by postcard or in person will be eliminated, with gains in terms of convenience and speed.

➔ **December**　　　　➔ **October**　　　　➔ **December**

Ministry of Health　　　　**Ministry of Health**　　　　**Ministry of Health**

● SECURITY

M013

SECURITY PORTAL

To create a Security Portal (*Portal da Segurança*) that will compile and present security-related information in a user-friendly manner. The portal will provide practical tips on how to improve one's individual or the community's security from a preventive or reactive perspective.

The new portal will benefit from the re-design of existing portals – that may be kept active – and will include useful and practical information in text, audio and video formats using Web 2.0 tools. The portal should become a simple, easy to use instrument to look for publicly-available information on a vast range of security-related topics.

The portal will also include areas where specific information from other ministries will be posted, particularly from the ministries of Justice and Defence.

The portal will post online studies, surveys and other information resources prepared by academic institutions and by institutions involved in the training of security forces and services.

➔ **July**

Ministry of Home Affairs

M014

MUNICIPAL POLICE FORCES IN THE SECURITY PORTAL

To create an interactive information area in the Security Portal (*Portal da Segurança*) on municipal police forces. Information to be posted will include:

• General information and Q&A for the general public on local authorities and municipal police forces;

• Access to relevant legislation;

• Studies on the legal framework for the operation of the municipal police forces and its implementation;

• Electronic submission and processing of forms related to procedures under the purview of the municipal police forces.

➔ **April**

Ministry of Home Affairs; Presidency of the Council of Ministers

M015

ONLINE CIVIL PROTECTION

To create an area within the Security Portal (*Portal da Segurança*) that will provide information on how citizens should deal with specific civil protection emergencies. It will provide practical suggestions and strategies to cope with such emergencies. The new service to be created will also include key and useful information for different circumstances that require the deployment of civil protection services and will give users a better understanding of how civil protection services are structured nationally, regionally and locally.

➔ **July**

Ministry of Home Affairs

30

M016

24/7 CALL CENTRE FOR VICTIMS OF DOMESTIC VIOLENCE

Establishing a 24/7 call centre that will provide psychological support to victims of domestic violence. The centre will be part of a National Information and Coordination System to Support Victims and will help coordinate the work of different institutions and speed-up administrative procedures.

The call centre will have the following main goals: (a) to cover the largest number possible of victims, particularly the elderly, those who are physically, sensorially or intellectually disabled due to their age, as well as those suffering from chronic diseases; (b) to facilitate communication/interaction between police forces using the National Network for Internal Security; (c) to improve electronic communications through the intranet between the different Victim Support and investigation Units (Núcleos de Investigação e Apoio a Vítimas Específicas); (d) to process the case files electronically, namely the incident reports; (e) to coordinate activities and information exchanges with local institutions providing emergency social support and care.

➔ **September**

Ministry of Home Affairs; Presidency of the Council of Ministers; Ministry of Justice; Ministry of Labour and Social Solidarity; Ministry of Health

M017

112 EMERGENCY CALL CENTRE – A MODEL FOR THE FUTURE

To proceed with the restructuring of the 112 emergency service, in the wake of the adoption of Resolution no. 164/2007 by the Council of Ministers on 12 October which led to the establishment of a centre for the development of the 112 emergency service. The measure will correspond to the second stage of a project that was launched in 2008, with the establishment of the first new-model 112 call centre in Tagus Park, in Lisbon. This centre will be used as a model for new call centres and will meet specific criteria of effectiveness and efficiency in dealing with emergency calls, operationality and streamlined procedures and services.

➔ **September**

Ministry of Home Affairs; Ministry of Health

M018

ONLINE REGISTRATION OF ALARMS

To allow those who have installed alarms against burglars in buildings or any other facilities to register them through the website of Lisbon's Government representative office. This will make it easier for the taxes due to be paid electronically.

The form to be used will feed the information into a system that users will be able to update online. This information system will also be available to the security forces and will centrally manage any procedures related to irregularities (such as lack of registration or false alarms, *inter alia*). Procedures will be streamlined and dealt with electronically and this will contribute to a more effective enforcement of the applicable legislation.

The system implemented in Lisbon will be replicated in other government representative offices across the country at a later stage.

➔ **July**

Ministry of Home Affairs

M019

ONLINE SERVICES AT THE GOVERNMENT'S REPRESENTATIVE OFFICE IN CASTELO BRANCO

To make available online a range of forms related to the various services provided by the Government's representative office in the district of Castelo Branco. This will eliminate the need for users to submit documents personally to the relevant services. A tool for document management and an electronic invoicing application for the payment of any taxes and duties due will also be made available. All these different services will be aimed at streamlining administrative procedures within the Government's representative office, allowing users to make their payments electronically and thus saving time and unnecessary visits to the former.

➜ **August**

Ministry of Home Affairs

🔵 FAMILY MATTERS

M020	**M021**	**M022**
RESIDENT PERMITS ISSUED MORE SWIFTLY	**ONE-STOP SHOP FOR REGISTRATION SERVICES FOR CITIZENS**	**ONLINE PARENTAL ALLOWANCE**
Establishing a deadline of 90 days for decisions on resident permits for foreign citizens who have married nationals. The only exceptions to this procedure will be those cases where, pursuant to the law, security concerns require an in-depth investigation.	To provide one-stop shops for registration services for citizens in new locations. In particular, it will: 1. Extend the network of counters providing services related to inheritance, divorce, registering a new house or a vehicle. 2. Extend the service for newborn citizens to private health care facilities designated by the Ministry of Health.	Making it possible to request the parental allowance online through the Social Security website (*Segurança Social Directa*).
➜ **May**	➜ **December**	➜ **June**
Ministry of Home Affairs	**Ministry of Justice; Ministry of Labour and Social Solidarity; Ministry of Finance and Public Administration; Ministry of Health**	**Ministry of Labour and Social Solidarity**

● HOUSING

M023
ONE STOP HOUSE IN YOUR BANK FOR ALL PROPERTIES IN THE COUNTRY

Extending the "One Stop House in your Bank" service (which is currently being piloted in Braga and Leiria) by establishing "One Stop House counters" in banks' branch offices with a view to providing the necessary assistance to citizens when the transaction requires a bank loan.

The "One Stop House scheme" enables users to complete all the necessary procedures for the purchase or sale of a property at a single contact point, more quickly, with less fuss and also more cheaply and safely. At the "One Stop House counters" users may: pay the proprety taxes; sign the contract and complete the transaction; register their assets as required (e.g. purchase, sale and mortgage); request changes to their fiscal address; obtain from the municipal authorities drawings of the newly acquired property; request exemption from the municipal property tax; submit the necessary data for registering the property or updating the data in the property register.

➔ June

Minsitry of Justice

M024
BRINGING CLOSER THE NATIONAL HERITAGE

Simplifying the administrative procedures in areas under the purview of the Architectural and Archaeological Heritage Management Institute (*Instituto de Gestão do Património Arquitectónico e Arqueológico*, IGESPAR). The ultimate goal is to shorten the times required to reply to queries and requests and to reduce internal administrative costs and, especially, costs incurred by citizens and businesses.

The implementation of this measure will enable users to follow their applications online, to download forms (e.g. use of preferential rights, applying for the listing of particular buildings or site and other requests) and to query the atlas of listed and to be listed heritage in historical centres and communes.

➔ November

Ministry of Culture

CITIZENSHIP

M025

MY STREET

Developing an infrastructure that will allow citizens to actively participate in the management of their street and/or neighbourhood, by communicating existing problems and suggesting improvements directly to their local authorities (municipalities or parishes). An online software application that will include geographically referenced information will be made available and citizens will be able to follow the way in which the problem that they have reported is being addressed by the authorities. A pilot-project involving a limited number of municipalities/parishes will be launched to trial-run the measure before it is extended to all local authorities under the Local Government's Simplification Programme (Simplex Autárquico).

➔ **June**

Presidency of the Council of Ministers

M026

PARTICIPATING IN EIAs

To make available an electronic platform and forms for receiving contributions from member of the public who want to participate in public consultation procedures. The measure will also be aimed at developing sectoral guides for different types of projects/developments.

➔ **October**

Ministry of Environment, Territorial Planning and Regional Development

M027

COMMON IDENTITY PUBLIC WEBSITES

To promote a standardisation of all public websites and portals (from government departments and public services) in order to develop a specific and easily identified common image. The implementation of this measure will involve two main initiatives:

1. The inclusion of a common navigational bar at the top of all such sites that will allow users to easily navigate any of them;

2. The decision to make the use of the ".gov.pt" domain mandatory in all URLs.

➔ **August**

Presidency of the Council of Ministers

34

M028

A SEARCH ENGINE FOR PUBLIC SITES

Developing a search engine that will create an index for each of the main public websites and portals, thus allowing users to search them individually or collectively.

➔ **August**

Presidency of the Council of Ministers

M029

A DIRECTORY OF PUBLIC SITES

To create a directory of public websites, organised by categories and types of sites.

➔ **December**

Presidency of the Council of Ministers; Ministry of Finance and Public Administration

M030

UPGRADING THE GOVERNMENT'S PORTAL

Upgrading the Government's Portal (*Portal do Governo*) as an essential channel for communication between the Government and citizens and businesses. This measure will include:

1) Re-designing the site and its interface with users;

2) Introducing a series of advanced features such as new media (text, video and images) interactive services, search engine and rules for accessibility;

3) Creating a direct link between the portal and the public administration directory.

➔ **March**

Presidency of the Council of Ministers

M031

EQUALITY PORTAL

To create a portal (*Portal da Igualdade*) that will make available information on citizens' rights and duties and gender equality in all realms of political, social, economic and cultural life.

The Equality Portal will also aim:

1) to compile and regularly update information on citizens' rights and duties and gender equality in Portugal, both in terms of national and international guidelines and regulations as well as in terms of their practical implementation;

2) to stimulate the involvement of citizens, organisations and of the academic community in a simple and direct way in the application of such guidelines and decisions, as well as to promote the search for answers to address the needs expressed by citizens. With this in mind, the portal will include an electronically-based mechanism for registering and forwarding the requests submitted by interested parties;

3) to contribute to the implementation and monitoring of gender mainstreaming strategies in all services and departments of central and local administration, businesses and non-governmental organisations (NGOs), as well as to contribute to the coordination of the various initiatives at national level aimed at promoting citizenship and gender equality.

➔ **March**

Presidency of the Council of Ministers

M032

ELECTORAL MATTERS ON THE CITIZEN'S PORTAL

Creating an area in the Citizen's Portal (*Portal do Cidadão*) that will provide access to a vast array of information on elections deemed to be relevant for citizens. The area will also be a gate to a series of working tools as well as to data on electoral registration compiled under the new Information and Management System for Electoral Registration (*Sistema de Informação e Gestão do Recenseamento Eleitoral*, SIGRE). Its target audience will be the local authorities and individual voters.

The new facility will be created using Web 2.0 tools and should become an easy-to-use tool to search for publicly available information on electoral topics.

The new facility will also allow for studies and surveys on electoral matters since 1974 and on electoral laws to be posted online, together with other resources to assist citizens in exercising their rights.

➔ **April**

Ministry of Home Affairs

M033

STANDARD RESIDENCE PERMIT

Providing foreign nationals living in the country with Standard Residence Permits (*Título Uniforme de Residência*). In December 2008, a pilot project was launched and a new format of residence permits began to be used. The new format includes biometric data, tax number and social security number. The use of the new permit will eliminate the need to issue other cards, as all the information will be contained in a single document that has added security features and will simplify the interaction between permit holders and public services.

As from January 2009, no more permits of the older type will be issued.

From that date onwards, the issuing of standard residence permits will be centralized at the State's printing office (INCM) which will also ensure nationwide distribution of the new document. Pursuant to article 212 of Law no. 23/2007 of 4 July, the new document will become foreign nationals' identity card.

➔ **February**

Ministry of Home Affairs

● EXERCISING ONE'S RIGHTS AND COMPLYING WITH TAX LAWS

M034

TAXPAYER'S ELECTRONIC DIARY

To provide taxpayers with a tool that will inform and assist them in fulfilling their duties pursuant to the tax laws. The taxpayer's online diary will include the following features:

i) It will feature all the information available in the Directorate-General for Taxation (*Direcção-Geral de Constribuições e Impostos*, DGCI) systems;

ii) Users will be able to tailor the information to their individual needs;

iii) The system will send e-mail or text messages to taxpayers to inform them about upcoming deadlines for fulfilling particular tax obligations;

iv) The system will also keep a record of all interactions between taxpayers and the tax authorities, including past and ongoing procedures.

➔ December

Ministry of Finance and Public Administration

M035

INTERACTIVE SYSTEM FOR COMMUNICATING WITH THE TAX AUTHORITIES

Simplifying communication between the Directorate-General for Taxation (*Direcção-Geral das Contribuições e Impostos*, DGCI) and taxpayers by means of an electronic-based system that will provide access to messages exchanged, enable users to reply online and that will automatically store all relevant information in "taxpayers' electronic diaries".

The system will include the following features:

i) Taxpayers will have access to all notices served and other messages from the tax authorities electronically;

ii) The system will provide documents in electronic form with the same format and legal value as their paper equivalents ;

iii) Taxpayers will be able to reply online to any messages received and the latter will be automatically classified on the basis of their content and the legal mechanisms referred to therein, eliminating the need for taxpayers to find out for themselves the kind of legal procedure/assistance that may be required;

iv) The system will automatically include in "taxpayers' electronic dairies" the messages issued by DGCI as well as taxpayers' replies and legal mechanisms that that may have resorted to.

➔ December

Ministry of Finance and Public Administration

M036

WAIVING THE NEED TO APPOINT A REPRESENTATIVE FOR TAX PURPOSES

To eliminate the need to appoint a representative to represent the taxpayer before the tax authorities in the European economic space. It will also involve the implementation of procedures aimed at harmonising legislation on representation for fiscal purposes.

→ **December**

Ministry of Finance and Public Administration

M037

CADASTRE INFORMATION SUPPLIED ONLY ONCE

Making cadastre information available to whichever public service or government department that may require it, thus eliminating the need for citizens to repeatedly submit it to different authorities.

→ **December**

Ministry of Finance and Public Administration

M038

SIMPLIFIED SUBMISSION OF MUNICIPAL TAX RETURN FORM

To enable users to fill in and submit the municipal property tax form (*Imposto Municipal sobre Imóveis, IMI, Modelo 1*) using a software application offline.

→ **October**

Ministry of Finance and Public Administration

M039

ONLINE PAYMENT OF MUNICIPAL TAX ON PROPERTY TRANSACTIONS

To enable users to pay the municipal tax on property transactions (*Imposto Municipal sobre as Transmissões Onerosas de Imóveis, IMT*) online via the website of DGCI and its link to electronic forms.

→ **March**

Ministry of Finance and Public Administration

M040

ONLINE PAYMENT OF STAMP DUTIES

To enable users to pay online the stamp duty corresponding to gifts to legal persons (*Imposto do Selo (verba 1.1) nas doações a favor de pessoas colectivas*) without the need to go to an office of the tax services.

→ **March**

Ministry of Finance and Public Administration

M041

PAYMENTS TO SOCIAL SECURITY VIA MULTIPLE CHANNELS

Making available new channels for users to make their payments to Social Security, viz.: Post Office, Payshop, APB. Another goal is to allow tenants living in houses owned by the Social Security to pay their rents electronically.

→ **June**

Ministry of Labour and Social Solidarity

38

M042

IMPROVED SERVICES FOR TAXPAYERS

To improve the quality of the services provided by the Directorate-General for Taxation (*Direcção-Geral dos Impostos*, DGCI) by implementing a Customer Relationship Management system that will automatically process all information resulting from interactions between DGCI and taxpayers.

➜ December

Ministry of Finance and Public Administration

M043

ONLINE ACCESS TO RURAL PROPERTIES' REGISTER AND MAPS

To enable the authorities to issue documents pertaining to rural properties with information from the land cadastre and relevant maps over the internet to assist taxpayers in the fulfilment of their fiscal obligations. The initiative will also enable the tax authorities and the Portuguese Geographical Institute to exchange information with a view to updating the cadastral information contained in the land register.

➜ November

Ministry of Finance and Public Administration; Ministry of Environment, Territorial Planning and Regional Development

M044

ELECTRONIC COMMUNICATION OF INDUCED ABORTIONS AND RISK PREGNANCIES FOR RECEIVING ALLOWANCES

To enable the health and social security services to exchange information electronically on induced abortions and risk pregnancies for the purpose of processing the allowances provided for such cases. This will eliminate the need for patients to travel to the relevant services themselves.

➜ June

Ministry of Labour and Social Solidarity; Ministry of Health

M045

ONLINE SUBMISSION OF STAMP DUTY FORM

Enabling taxpayers to submit online the form for the stamp duty on gratuitous transfers of assets (*participação modelo 1 de Imposto de Selo sobre transmissões gratuitas*) via the DGCI website, without the need to travel to tax authorities office.

➜ March

Ministry of Finance and Public Administration

M046

SUBMISSION OF DOCUMENTS TO THE TAX AUTHORITIES

Creating the possibility for taxpayers to submit their documents to the tax authorities by means other than registered post (article 131 of the Corporate Tax Code (*Código do IRC*).

➜ December

Ministry of Finance and Public Administration

M047

SWIFTER PROCESSING OF REPLACEMENT STATEMENTS

To implement a procedure aimed at recovering and processing replacement statements on tax returns that were pending on 31 December 2008. As well as to create the necessary conditions so that in the future decisions on replacement statements are made within 30 days of their submission.

➜ December

Ministry of Finance and Public Administration

INFORMATION TO TAXPAYERS

Providing taxpayers with all the information required to fulfil their fiscal obligations by the required deadlines. It will comprise the following initiatives:

- Drafting a guide or handbook on the relations between taxpayers and the fiscal administration. The resource will list the rights and duties of tax payers with regard to the State and the best way to comply with those duties within the prescribed deadlines. The guide book/handbook shall be sent to all taxpayers starting an economic activity or declaring assets pursuant to the procedures of the Directorate-General for Taxation (*Direcção-Geral das Contribuições e Impostos*, DGCI);

- Providing an alert system that will inform taxpayers by e-mail and text messages about approaching deadlines for complying with their fiscal obligations;

- Sending personal e-mails and text messages or messages over the internet whenever taxpayers comply with their fiscal obligations and pay an amount that was due as well as to inform them of the total amount of taxes paid over a fiscal year.

➜ **December**

Ministry of Finance and Public Administration

PAYMENT OF TAX CREDITS BY INTERBANK TRANSFER

To allow tax liens to be paid by means of interbank transfers of tax credits.

Although the procedures involving tax liens that are executed by third parties (solicitors, courts, social security services, etc) are already processed electronically, courts continue to accept only cheque deposits. This measure should alter the current situation.

➜ **December**

Ministry of Finance and Public Administration

M050
ELECTRONIC TAX SERVICE

To create a new site for the tax services that will result from the merger of the two websites that the tax administration currently manages – the website of the Directorate-General for Taxation (*Direcção-Geral dos Impostos*, DGCI) and the website of Electronic Forms (*Declarações Electrónicas*). Besides the services that are currently provided online, the new website will include new interactive features aimed at turning the internet into the preferred interface for interactions between the tax authorities and taxpayers.

The focus on electronic services will be also adopted in the tax services where computer terminals will be made available for taxpayers to use the internet free of charge and with the support of local staff to fulfil their fiscal obligations.

➔ **December**

Ministry of Finance and Public Administration

M051
ELECTRONIC REIMBURSEMENT AND REVALIDATION OF JUSTICES FEES

Implementing an electronic process for the refund (and, according to the latest regulation, also the revalidation) of justice fees. The requests will be submitted to the institution responsible for managing the justice sector's finances and infrastructure (*Instituto de Gestão Financeira e de Infra-Estruturas da Justiça*, IGFIJ) through their website. Every request shall be assigned a reference number and processed in IGFIJ's back office. Further processing will have to await the original document, which will be digitalized and entered into the document management system of the Office for Judicial Proceedings (*Gabinete de Processos Judiciais*, GPJ) where it will be dealt with using the software application for judicial fees. The system will enable a prompt updating of requests and users will be able to monitor the processing of their requests online using the reference number assigned to them.

➔ **October**

Ministry of Justice

● SERVICES DELIVERY QUALITY

M052	M053	M054
REMOTE SERVICES IN CITIZENS' SHOPS	**DIRECT SERVICE AT THE GENERAL-SECRETARIAT OF THE MINISTRY OF DEFENCE**	**MULTI-SERVICES COUNTER WITH SCREENING SYSTEM**

To create a remote service in Faro's Citizen's Shop (*Loja do Cidadão*) by using videoconference technology. This service will be provided by a public service that is not represented in Faro's district.

Establishing an information service at the Secretariat-General of the Ministry of National Defence that will integrate the various services currently provided in order to improve the quality and speed with which users' queries and requests are processed.

As part of the Secretariat-General's strategy, the following measures are also envisaged:

1) The implementation of a digital signaling system that will provide information on the structure of the Ministry and its services and will help users find their way in the institution;

2) The publication of an information brochure that will be on display in the public area of the Ministry of National Defense. It will include a directory of the ministry's services and how to contact them, whether in person or remotely. It will also include the Directorates-General overseeing each service and how they may be contacted;

3) The creation of an internal audio-video communication channel that will provide information about the public services available at the Ministry.

To create a multi-services counter with a screening system and procedures to channel users and queries to a second line of more specialised services. Whenever users are unable to deal with all their queries/requests at this counter, the mechanism in place will refer them to more specialised information eliminating the need for users to queue once again at the information counter.

Hence, the BMS will become the frontline for the provision of selected information services by an entity yet to be chosen to co-pilot the scheme at Faro's Citizens' Shop (*Loja do Cidadão*).

➔ **May**	➔ **October**	➔ **June**
Presidency of the Council of Ministers	**Ministry of National Defence**	**Presidency of the Council of Ministers**

ACCESS TO EDUCATION AND SCIENCE

M055	M056	M057
ONLINE APPLICATIONS FOR STUDENTS ABOVE THE AGE OF 23	**SIMPLIFYING THE PROCEDURE TO GRANT "SCHOLARSHIP STUDENT" STATUS**	**INTEGRATED MANAGEMENT PLATFORM FOR HOTEL AND CATERING INDUSTRY SCHOOLS**
To enable mature students to apply online for the special admission exams to the University of Lisbon and to register together with their applications their professional experience and/or training courses completed for the purpose of getting credit for both. An information management platform will be developed to process the applications. The implementation of this measure will reduce the costs to both candidates and academic services as well as save time.	Simplifying and streamlining the procedure required to grant "scholarship student" status to lecturers and researchers in public institutions of higher education, science and technology. In particular, the mandatory publication in the official gazette of ministerial instructions on the granting of such status will be abolished.	To design an integrated management solution for the country's 16 schools providing training in hotel services and catering. The electronic platform will make use of the internet to facilitate the interactions between all those involved in the training process: students, lecturers, school staff, families and the community at large. A review of the main "business processes" that take place at the schools will be undertaken before the platform is implemented.
➔ **March**	➔ **May**	➔ **August**
University of Lisbon	Ministry of Science, Technology and Higher Education; Ministry of Finance and Public Administration	Ministry of Economy and Innovation

M058

SCHOOLS' PORTAL – COLLABORATIVE PLATFORM

To implement a portal with contents relevant for the education community in basic and secondary education and that promotes communication and features a range of collaborative tools.

The School's Portal (*Portal das Escolas*) will be the means *par excellence* for access to information by the "education community", both from the perspective of the school and from the viewpoint of parent-teachers relations.

The platform will include the following features:

• Parents will be able to send queries, raise issues or request information from schools electronically;

• Access will be provided to the textbooks adopted in schools as well as to the assessment criteria used in the different subjects;

• Access will be provided to opening hours of different school departments (bar, canteen, etc.) and times when school bodies (executive board, teachers responsible for particular classes, etc.) are available to talk to parents, etc;

• Access will also be granted to the school's library/resources centre database and the possibility of reserving/requesting books;

• Updated information on the courses offered by different schools (training and education, vocational training, training under the "new opportunities scheme", adult education, etc.)

➔ **December**

Ministry of Education

M059

ELECTRONIC STUDENTS' CASE FILES

To develop an area dedicated to the management students' lifecycle within the Schools' Portal (*Portal das Escolas*).

This area will include a repository of all the information that is physically present in each student's individual case file, from his/her entrance into the education system to his/her admission to higher education, including school transfers.

These electronic repositories will enable students to access online their own data, as well as make communication and collaboration more efficient between schools and the central and regional education services.

➔ **October**

Ministry of Education

M060

MULTI-CHANNEL EDUCATION SERVICES

To create an integrated, multi-channel (in person, by phone, fax, over the web and/or e-mail) information service within the Ministry of Education.

The new system will be supported by a Customer Relationship Management (CRM) tool. It will be aimed at providing an integrated management of the various channels and a standardised approach to replies and procedures. This will lead to a significant improvement in the quality of the information services provide.

➜ **November**

Ministry of Education

M061

ONLINE REQUESTS RELATED TO EDUCATION ISSUES

To provide electronic forms for all the mandatory requests that have to be submitted to the Regional Directorate of Alentejo (*Direcção Regional do Alentejo*) and to enable applicants to submit them electronically, thus improving the quality of the interactions between citizens (students, teachers, school staff or parents) and the education authorities. The forms to be made available in electronic format will include:

• External forms (for teaching and non-teaching staff, and the education community in general) regarding (i) Attendance – time worked, (ii) Attendance – absence from work, (iii) High risk pregnancies – absence from work, (iv) High risk pregnancies – secondment, (v) Medical panel, (vi) Accumulating functions, (vii) Re-classification and reconversion and (viii) Social School Service;

• Internal forms to be submitted to the Regional Directorate to (i) Request goods and services, (ii) Make reservations for particular facilities, (iii) Request technical IT assistance, (iv) Budget execution – requests for permission to pay for goods/services and (vi) Budget execution – form to be attached to documentary evidence of expenditure incurred.

The process shall be made as accessible as possible and users will be able to access requests submitted and monitor their processing by the educational authorities.

➜ **July**

Ministry of Education

M062

ELECTRONIC PROCESSING OF STUDENTS' CASE FILES IN HIGHER EDUCATION

To proceed with the simplification and dematerialisation of the administrative procedures associated with the students' academic life in higher education. In particular, the measure will be aimed at introducing or generalising the following procedures: (i) eliminating the need to create paper-based case files, replacing them with electronic documents and authentication procedures whenever required; (ii) using e-forms to apply for exams and request academic certificates; (iii) issuing academic certificates and diplomas of higher education in electronic form.

➜ **September**

Ministry of Science, Technology and Higher Education

M063

SIMPLIFIED CERTIFICATION OF FOREIGN STUDENTS FOR ACCESS TO HIGHER EDUCATION

To simplify the procedure for the certification of foreign nationals who wish to apply to an institution of higher education or are already studying at such an institution before the Aliens and Border Service (*Serviço de Estrangeiros e Fronteiras,* SEF).

This measure will be piloted at the University of Aveiro and will use the Electronic Residence Permit for the certification of foreign students before SEF. The measure will also require the design of a web-based facility that will enable the competent services in the institutions of higher education to validate the information supplied.

➔ **July**

Ministry of Home Affairs; University of Aveiro

M064

STUDENTS' CURRENT ACCOUNTS AT UNIVERSITY OF AVEIRO

To develop an individual "current account" for students of the University of Aveiro in order to simplify the control and management of their debts and payments. IT technologies will be used and the need for students to visit the administrative services eliminated.

The individual current accounts will reflect the payment of student fees, library fines for books overdue, use of photocopying services and of parking spaces, etc.

➔ **September**

University of Aveiro

M065

FIRST ENROLLMENT AT UNIVERSITY OF BEIRA INTERIOR

To allow students who got a place at the University of Beira Interior via the national application procedure to enrol in the university and pay the associated fees online using their Citizen' Card thus avoiding unnecessary travel and saving time.

➔ **September**

University of Beira Interior

M066

PERMANENT CERTIFICATION OF ENROLMENT AND STUDENT STATUS AT UNIVERSITY OF BEIRA INTERIOR

To enable citizens studying at the University of Beira Interior and wishing to provide evidence of their enrolment and academic status before e.g. Social Security or other institutions for social purposes to grant the latter access to their electronic certificates by providing them with a specific access code.

➔ **September**

University of Beira Interior

46

M067

DIRECT ACCESS TO VARIOUS CERTIFICATES AT UNIVERSITY OF BEIRA INTERIOR

Enabling students at University of Beira Interior who have the status of working students to provide evidence of their class schedules and presence at lectures and exams to their employers by granting to the latter access to electronic certificates by means of an individual access code.

This will save such students significant time that would otherwise be spent in contacting the relevant academic services.

➔ **October**

University of Beira Interior

M068

POLYTECHNIC INSTITUTE OF PORTALEGRE ONLINE – NEW SERVICES FOR STUDENTS

To provide students at the Polytechnic Institute of Portalegre with services such as: 1 – Checking summaries of lectures; 2 – Checking class schedules; 3 – Checking their current accounts; 4 – Checking their marks and grades; 5 – Online enrolment; 6 – Changing their personal data; 7 – Applying for scholarships.

➔ **December**

Polytechnic Institute of Portalegre

M069

ON-THE-SPOT REGISTRATION OF ACADEMIC GRADES

To enable instant acknowledgment of foreign academic grades in higher education by establishing a specific service for that purpose at the University of Lisbon.

The provision of the service will require the holder of a foreign qualification to submit all the documentary evidence required by the applicable legislation.

➔ **December**

University of Lisbon

● **EMPLOYMENT**

M070

ONLINE APPLICATION TO INTERNAL COMPETITONS IN THE NAVY

To make available online the information produced by the human resources department of the Navy (*Direcção do Serviço de Pessoal da Marinha*) on internal competitions.

➔ **February**

Ministry of National Defence

M071

ONLINE RECRUITMENT AND SELECTION AT THE MINISTRY OF NATIONAL DEFENCE

Enabling recruitment and selection procedures to be processed electronically.

➔ **December**

Ministry of National Defence

M072

ONLINE APPLICATIONS TO THE NAVAL ACADEMY

To enable applicants to apply to the naval academy (*Escola Naval*) online.

➔ **September**

Ministry of National Defence

M073

LICENSING AMATEUR RADIO OPERATORS

To decentralize the exams required to become a certified amateur radio operator in the Autonomous Region of Madeira. In particular, to enable candidates to sit their exams on the island of Porto Santo by establishing partnerships with other public institutions.

➔ **September**

Ministry of Public Works, Transportation and Communications

M074

REQUESTING CERTIFICATES ONLINE FOR TAXI AND TRUCK DRIVERS

To allow truck and taxi drivers to request their professional certificates online, thus simplifying the procedure.

➔ **September**

Ministry of Public Works, Transportation and Communications

M075

SIMPLIFYING THE CERTIFICATION OF STAFF IN AVIATION

To make available electronic forms at the site of the National Institute for Civil Aviation (*Instituto Nacional de Aviação Civil*, I.P.) to be used by those who require a certificate of air crew staff or an access card to national.

➔ **September**

Ministry of Public Works, Transportation and Communications

M076

NATIONAL POOL OF TRAINERS ONLINE

To make available a link on the website of the Institute for Employment and Vocational Training (*Instituto do Emprego e da Formação Profissional*) that will provide access to the National Pool of Trainers (*Bolsa Nacional de Formadores*) and will enable users to search the kind of training that is available.

➔ **February**

Ministry of Labour and Social Solidarity

M077

WAIVING THE NEED TO SUBMIT EVIDENCE OF EMPLOYMENT STATUS

To replace the mandatory submission of documentary evidence of one's employment status by a permission for that status to be checked on the *NETemprego* system. It is a measure that follows the same rationale as was adopted to waive the need to provide evidence of one's status with regard to the tax authorities or social security services.

➔ **December**

Ministry of Labour and Social Solidarity

M078

ELECTRONIC APPLICATIONS TO NEW POSITIONS FOR LECTURERS AND RESEARCHERS IN INSTITUTIONS OF HIGHER EDUCATION

To enable lecturers and researchers in institutions of higher education to submit their applications to new positions, including CVs, reports, papers, lecture notes, etc. in electronic format. Such documents will be accompanied by the necessary certification procedures in accordance with the internal regulations of the institutions to which they are applying.

➔ **September**

Ministry of Science, Technology and Higher Education

48

M079

INOV-ART: ONLINE APPLICATIONS FOR PROFESSIONAL INTERNSHIPS

To implement a collaborative platform within the Inov-ART project that will make available application forms online for young people interested in applying for professional internships with foreign entities.

➔ February

Ministry of Culture

M080

MULTI-CHANNEL INFORMATION ON LABOUR AND LABOUR-RELATED ISSUES

The goal is to establish a call centre that will cater for users' needs in terms of labour and labour-related information. The information facility will focus in particular on relevant laws and regulations concerning working conditions, health and safety.

The measure will also include other initiatives aimed at raising awareness amongst employers and employees, viz.:

(i) to make available information in paper and electronic formats on employers' and employees' rights and duties under the new Labour Code; these material will be made available to all departments within the Authority for Working Conditions (*Autoridade para as Condições de Trabalho*, ACT) as well as posted on ACT's website; (ii) to organize workshops, seminars, etc. to disseminate information on and clarify issues concerning the new labour laws; (iii) to organise outreach compaigns aimed at raising awareness for health and safety issues.

➔ December

Ministry of Labour and Social Solidarity

M081

FAST-TRACKING THE ADMISSION OF FOREIGN EXPERTS AND PROFESSIONALS

This measure is aimed at facilitating the mobility of highly skilled foreign experts, managers and professionals, namely with regard to their involvement in training activities and in activities involving the sharing of knowledge, pursuant to the legal mechanisms provided by the new law on foreign nationals.

In order to implement this measure, it will be necessary to fast-track a series of procedures – e.g. issuing of residence and work permits – as well as streamline the provision of information to businesses employing foreign experts and professionals. For this to happen, the coordination between the Aliens and Border Service (*Serviço de Estrangeiros e Fronteiras*) and the relevant departments within the Ministry of Foreign Affairs will have to be strengthened.

➔ June

Ministry of Home Affairs; Ministry of Foreign Affairs

49

● VEHICLES

M082

ONLINE REGISTRATION OF VEHICLES - NEW PROCEDURES

This measure will allow citizens to perform new procedures regarding vehicles online, at www.automovelonline.mj.pt, in addition to the services that were already available at this website.

For instance, it will be possible to create a mortgage with respect to a vehicle online.

➔ **October**

Ministry of Justice

M083

SIMPLIFYING DRIVERS' IDENTIFICATION

The aim of this measure is to enable drivers to identify themselves before the police at road checks only with their driver's licences. The presentation of another identification document, e.g. identity card, which is presently required by the legislation in force, will no longer be required.

➔ **July**

Ministry of Home Affairs

M084

ELECTRONIC MANAGEMENT OF DOCUMENTS SEIZED FROM DRIVERS

To add to the System of Traffic Offences (*Sistema de Contra-ordenações de Trânsito*) which is managed by the National Authority for Traffic Safety (*Autoridade Nacional de Segurança Rodoviária*) a new feature that will enable to locate electronically the documents seized from drivers that are then sent to the local Government representative offices, pursuant to the Highway Code. It will also be possible to update the information regularly with the planned new feature.

➔ **April**

Ministry of Home Affairs

M085

LOCATING TOWED AWAY VEHICLES VIA TEXT MESSAGES

Providing a service in Lisbon and Oporto that will allow users to use text messages to learn about the location of their vehicles when the latter have been towed away for unlawful parking. For that purpose, vehicles' plate numbers shall be registered in a software application that interested users may then query.

The sending of a text message with the vehicle's plate number shall generate an automatic reply if the vehicle has been entered into the system (e.g. "vehicle in car park X", "invalid plate number", or "no car park"). The possibility of learning more quickly and with greater precision about the location of a towed away vehicle will significantly streamline a procedure that is currently highly complex and involves a significant degree of uncertainty.

The establishment of a registration system will also enable the relevant authorities to provide the information over a hotline.

➔ **September**

Ministry of Home Affairs

M086	M087	M088
ONLINE REQUESTS OF 2nd COPY OF PLATE NUMBER CERTIFICATES	**ONLINE REQUEST TO CHANGE A VEHICLE'S TECHNICAL SPECIFICATIONS**	**ONLINE REQUESTS OF VEHICLE CERTIFICATES**
To enable people to request online new copies of their plate number certificates.	To allow users to request online changes to the technical specifications of vehicles (colour, tyres, adaptation to Liquid Petroleum Gas (LPG).	To enable users to request online approval certificates, plate number certificates and an historical record of technical inspections performed on the vehicle.
➜ **June**	➜ **June**	➜ **June**
Ministry of Public Works, Transportation and Communications	**Ministry of Public Works, Transportation and Communications**	**Ministry of Public Works, Transportation and Communications**

M089	M090	M091
ONLINE NOTICES FOR DRIVERS AND VEHICLE OWNERS	**INFORMATION FOR DRIVERS**	**ONLINE MONITORING OF DRIVERS' REQUESTS**
To create an area within the website of the Institute for Mobility and Land Transportation (*Instituto da Mobilidade e dos Transportes Terrestres*) for drivers and/or car owners to supply their details (e-mail, phone no., taxpayer no.) so that they may receive automatically-generated notices and other information.	To post information about relevant dates for vehicle inspections, renewal of driving licenses and payment of the single circulation tax (*Imposto Único de Circulação*) on the website of the Institute for Mobility and Land Transportation (*Instituto da Mobilidade e dos Transportes Terrestres*).	To enable users to consult online the requests that they may have submitted regarding driving licenses and vehicles' documents by using as search criterion the no. given by the authorities to their request/document.
➜ **March**	➜ **September**	➜ **September**
Ministry of Public Works, Transportation and Communications	**Ministry of Public Works, Transportation and Communications**	**Ministry of Public Works, Transportation and Communications**

● LAND AND ENVIRONMENT

CITES LICENCES AND DECLARATIONS ONLINE

To resort to electronic document formats for processing requests related to licenses/certificates and exemptions to be issued under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).

Under the CITES convention, the issuing of import/export/re-export licenses or EU certificates for operations involving the transportation of animals and plants, including their parts and products listed in the convention's annexes is mandatory.

Whenever the specimens involved in an operation are not listed the CITES's annexes, interested parties have to prove that this is the case and submit a declaration of exemption.

This measure will enable interested parties to access the ICNB's webpage in order:

1. to obtain electronically CITES licenses and certificates;

2. to obtain declarations of exemption.

The requests for licenses/certificates and declarations of exemption shall be done using an electronic form online. Once authorisation for any such requests is granted, the information required for the payment to be processed shall be sent.

In the case of licenses and certificates, the final document is issued in a specific, internationally-recognized form that is signed by the representatives of CITES's Administrative Bodies. The document may be collected from the ICNB headquarters or received by mail.

The declarations of exemption, on the other hand, are sent to applicants via e-mail and have to be printed to be submitted to the authorities that have requested them.

→ **December**

Ministry of Environment, Territorial Planning and Regional Development

PROTECTION OF PLANT AND ANIMAL INDIGENOUS SPECIES – ONLINE LICENCES AND CREDENTIALS

To use electronically-based procedures in all the stages of the process required to license and issue credentials pursuant to the legislation for the protection of indigenous plant and animal species.

According to the legislation on the protection of indigenous plant and animal species, particularly Decree-Law no. 316/89, of 22 September, some activities that are banned by the existing legislation may be authorized under particular circumstances.

Such derogations to legally imposed bans require a license/credential that is issued by ICNB upon request. Such permits are often requested to capture/collect and study particular species, to remove bird nests or to frighten/discourage birds from feeding on growing crops.

The measure will enable interested parties to fill applications for such permits online on the ICBN page. Paperwork will thus be eliminated up to the moment when the license/credential is issued.

After requests are assessed on a case-by-case basis, and once approval is granted, an electronic confirmation will be sent to the applicant with an indication of the cost of the service provided and payment details.

The electronic confirmation that a payment has been made will generate the respective license/credential that will sent to the applicant by e-mail. The applicant may then print it out and submit it to the supervising authorities.

→ **December**

Ministry of Environment, Territorial Planning and Regional Development

DOCUMENTS

M094

CERTIFYING PROFESSIONAL TITLES WITH CITIZEN'S CARDS

Developing an information system that allows citizens' electronic identity (as expressed in the digital certificates stored in citizens card's memory) to be associated to the titles they use in daily life, e.g. "engineer", "chairman of an institution", "administrator", "director for human resources", etc.

The system will enable citizens to have titles duly certified through an authentication mechanism and electronic signature, using for that purpose the infrastructure that was implemented for the Citizen's Card project. The system will ensure the preservation of digital signatures.

➔ **December**

Presidency of the Council of Ministers

M095

USE OF CITIZEN'S CARDS IN THE MULTIBANCO NETWORK

To allow holders of Citizen's Cards to use their cards in the ATM network, namely:

a) To visualize the data stored in the card's chip;

b) To change the PIN code of their Citizen's Card;

c) To print data stored in the card's chip, namely the citizen's address and other visible data;

d) To complete the process of changing one's address, by updating the data stored in the card's chip.

➔ **September**

Presidency of the Council of Ministers

M096

CITIZEN'S CARD READERS AT POST OFFICES

To allow Citizen's Cards to be used as a means to authenticate transactions taking place in Post Offices and requiring a clear and safe identification of the user, such as: requests for certificates; changes in addresses (public entities); purchase of Government bonds (*certificados de aforro*); filing complaints with the authorities; Social Security payments; etc.

➔ **October**

Ministry of Public Works, Transportation and Communications

● LEISURE & CULTURE

M097
ACCESS TO SKIPPER'S CARD FOR RECREATIONAL CRAFT USING THE CITIZEN'S CARD

To make available on the Sea Portal (*Portal do Mar*) a service that will enable the customers of the Institute for Ports and Maritime Transport (*Instituto Portuário e dos Transportes Marítimos*) to use their Citizen's cards to request a 2nd copy or the renovation of a Skipper's Card for Recreational Craft thus eliminating the need for applicants to go to the relevant departments. It will also be possible to monitor the status of applications submitted over the web.

➔ **December**

Ministry of Public Works, Transportation and Communications

M098
ONLINE SERVICE TO THE PUBLIC AT TNDM II

To create an online channel in the website of the National Theatre Maria II (*Teatro Nacional D. Maria II*) to facilitate communication with the public and provide swifter replies to requests directed to the box office, the library and documentation department and TNDM's marketing unit.

➔ **November**

Ministry of Culture

M099
OFFLINE PURCHASE OF TICKETS FOR TNSJ

To simplify the purchase of tickets for performances at the São João National Theatre (*Teatro Nacional São João*, TNSJ). The provision of TNSJ tickets for sale online will eliminate the need for people to go to the ticket office, etc.

➔ **November**

Ministry of Culture

M100
TNSJ's ONLINE SHOP

To create an area called "Shop" in National Theatre São João's website where books from the TNSJ series as well as other merchandise will be on sale.

➔ **January**

Ministry of Culture

M101
NATIONAL NETWORK OF TOURISM INFORMATION

To create an electronic infrastructure that will be made available to users at Tourism Offices throughout the country and will provide information on the country's tourism products and services. The existence of this information network will help standardize tourism information and ensure that it is updated regularly.

By the end of the first year of implementation of the measure, about 25% of the tourism offices should be part of the network.

➔ **August**

Ministry of Economy and Innovation

M102
ÉVORA'S PUBLIC LIBRARY CLOSER TO YOU

Improving the quality of service provision in Évora's Public Library, both in face-to-face contacts and online. This will be done by introducing wi-fi services for access to information within the library; providing an online public access catalogue as well as a system to reserve and borrow books that requires users' registration.

➔ **December**

Ministry of Culture

54

M103

ASSETS IN SCHOOL MUSEUMS ONLINE

Creating a computer-based platform that will provide access over the web to the inventoried assets in secondary school museums.

The platform will provide technical, scientific and pedagogical information together with images of each item on the inventory. This measure aims at stimulating research and surveys to identify, study and safeguard the heritage that exists in schools, while making known to the public in general the diverse range of instruments and materials that were used in education and played a role in the early stages of schooling of Portuguese citizens.

➔ **May**

Ministry of Education

M104

ONLINE SUBSCRIPTION TO THE "FRIENDS OF TNSJ"

To simplify the adhesion to the "Friends of TNSH" card (*Cartão Amigo do TNSJ*). At present, adhesion to the card takes place at the box office when purchasing tickets for any performance by means of filling a questionnaire. By making adhesion to the card available online, the TNSJ will generate savings, both in terms of the internal resources allocated to the task (time spent dealing with those wishing to adhere to the card) and in terms of the time that interested citizens would spend completing the procedure. With this measure the adhesion process becomes rather more convenient.

➔ **November**

Ministry of Culture

M105

ACCESS TO TNSJ'S NEWSLETTER

To make subscription to the National Theatre São João's newsletter (*Teatro Nacional São João*, TNSJ) simple and easy. At present, subscribing, to the newsletter which provides information about the activities being planned for TNSJ's three facilities (*Teatro S. João*, *Teatro Carlos Alberto* and *Mosteiro de São Bento da Vitória*) requires filling a questionnaire at the box office. The provision of this service online will save TNSJ's internal resources for other tasks and will also save citizen's time.

➔ **January**

Ministry of Culture

M106

IDN CATALOGUE ONLINE

To enable users to have access online to the catalogue of the library of the Institute of National Defence (*Instituto da Defesa Nacional*), in line with the guidelines defined by the ministry for its initiative "Networked Libraries (*Biblioteca em Rede*) This measure will help optimise the use of documentation and information and provide the national and international scientific community with the tools required for teaching and research.

➔ **May**

Ministry of National Defence

M107

ONLINE SERVICES PROVIDED BY THE NATIONAL MARITIME AUTHORITY

To make available on the site of the Portuguese Navy a series of online services provided by the National Maritime Authority (*Autoridade Marítima Nacional*) that will enable users to start the procedure for the registration of vessels, requests for licenses, scheduling of technical inspections, searching the register of vessels and planning technical inspections. Identification of users will be made via Citizen's Cards. Users will be able to make their payments using the ATM network.

➔ **August**

Ministry of National Defence

Empresas
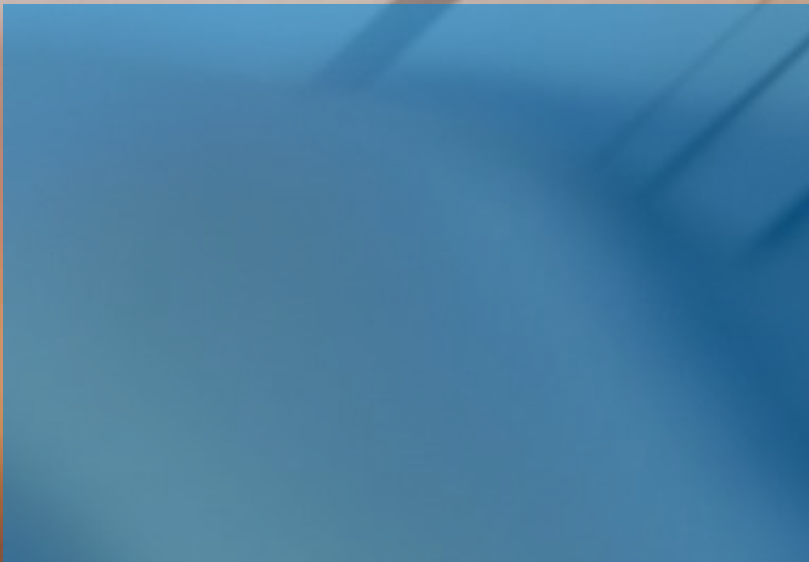
Starting a business

● **LICENSING OF ACTIVITIES AND EQUIPMENT**

M108	M109
ONLINE LICENCES/PERMITS FOR VENUES TO BE USED FOR ARTISTIC PERFORMANCES	**SIGESP – INFORMATION AND MANAGEMENT SYSTEM FOR PRIVATE SECURITY COMPANIES**

To streamline and dematerialise the procedures required to obtain licenses/permits for buildings to be used for artistic performances.

The measure will consist in a simplification of the procedures involved and in the electronic processing of requests for technical and security inspections of buildings and the subsequent issuance of licences/permits for their use for artistic performances. A reserved area will be created in the portal of the Inspectorate-General for Cultural Activities (*Inspecção-Geral das Actividades Culturais*, IGAC, www.igac.pt) to access certified information and to check on the status of applications.

To develop, optimize and simplify the forms used and the licensing system that is in place for private security companies. Relevant information will be posted online about the activity itself aimed at companies and employees alike, to create greater awareness for private security. An information service "private security step-by-step" (*segurança privada passo-a-passo*) will be made available online and will include an application that will explain to those interested all the procedures related to the licensing of a private security company. As part of the online licensing procedure, a tool will be provided to monitor the processing of an application through the system. Users will be assigned an individual code. The measure will also be aimed at developing a system that the security forces may use to supervise private security businesses.

➔ **December**

Ministry of Culture

➔ **August**

Ministry of Home Affairs

M110

SIMPLIFIED LICENSING OF QUARRIES

To streamline and simplify the administrative procedures of the transitional regime for the licensing of quarries, as well as the criteria used to make decisions.

The implementation of this measure will require changes to the legislation and a greater sharing of responsibility by economic agents with regard to environmental and social aspects, as well as integration with the work and tools used for territorial planning.

→ September

Ministry of Economy and Innovation; Ministry of Environment, Territorial Planning and Regional Development

M111

ONLINE RATING OF TOURISM DEVELOPMENTS

To follow electronically the procedures involved in the rating of tourism developments by the Portuguese Tourism Authority (*Turismo de Portugal*). The system to be developed will provide real time access to all relevant and updated information

→ August

Ministry of Economy and Innovation

M112

ONE-STOP SHOP FOR SERVICES

Developing the necessary infrastructure to create a one-stop shop for companies or applicant companies in the services industry. The facility will provide access to the procedures required to engage in the provision of services, pursuant to the Services Directive. The facility will be accessible both in person and online, using the Business' Portal (*Portal da Empresa*).

→ September

Presidency of the Council of Ministers

M113

SIMPLIFYING THE PROCEDURES TO CONTROL STEAM GENERATORS AND THE REGULATION OF THE PROFESSION OF BOILER OPERATOR

To simplify the procedures involved in the control of steam generators which are currently in use as well as the regulation of the profession of boiler operator.

Bearing in mind the technologies currently used and the technological developments in this area, the authorities have felt that it was necessary to review the existing legislation on indirect surveillance (Decree no. 574/71 of 21/12/1971).

The same applies to the legislation dealing with boiler operators, which should also be reviewed both in terms of the procedures to be adopted by the profession and the subject matter to be included in the exam to get admitted into the profession.

→ December

Ministry of Economy and Innovation; Ministry of Labour and Social Solidarity

M114

SIMPLIFYING THE LICENSING OF TANKS AND RESERVOIRS

To simplify the procedure to license tanks and reservoirs and to make it an electronically-based procedure. The implementation of this measure will enable interested parties to request the licensing of such facilities over the internet. Moreover, certificates and other titles pursuant to the legislation will be provided in electronic form or sent in digital form by the Regional Directorates for the Economy (*Direcções Regionais da Economia*) to the Institute for Mobility and Land Transportation (*Instituto da Mobilidade e Transportes Terrestres*) with the applicants being informed about it.

→ December

Ministry of Economy and Innovation; Ministry of Public Works, Transportation and Communications

M115

NATIONAL TOURISM REGISTER

To implement a system for registering tourism developments that have been duly approved. The aim is to ensure a more efficient and simplified management of the assets that make up the tourism industry and to provide to stakeholders updated information on what the industry has to offer.

→ July

Ministry of Economy and Innovation

M116

ONLINE INTERACTION BETWEEN IEFP AND TEMPORARY WORK AGENCIES

To establish an online system that will allow the Institute for Employment and Vocational Training (*Instituto do Emprego e da Formação Profissional*, IEFP) to interact more easily with temporary work agencies in three particular areas:

1. Establishment of a database for recording and submitting the lists of workers, clerical staff, etc. employed pursuant to the applicable legislation;

2ª Provision of forms and model-letters for applying to a license to establish a temporary work agency;

3ª National register of temporary work agencies (*Registo Nacional de Empresas de Trabalho Temporário*) and provision of certificates.

→ **December**

Ministry of Labour and Social Solidarity

M117

PIN PROJECTS ON THE BUSINESS PORTAL

To create a "PIN Area" within the Business' Portal that will be linked to the website of the Portuguese Agency for Investment and External Trade (*Agência para o Investimento e Comércio Externo de Portugal*, AICEP). This area will work as an interface for the 6 members of the Evaluation and Monitoring Committee of the Projects of Potential Natural Interest (*Comissão de Avaliação e Acompanhament dos Projectos de Potencial Interesse Nacional*, CAAPIN) and the 3 Government representatives. The PIN Area will be designed:

To increase the speed and reliability with which projects with a potential national interest are processed by electronically sharing and transmitting relevant data between concerned services;

To enable developers to inspect and monitor each case file, using their Citizen's Cards to do so.

The "PIN Area" may gradually be extended from its original function as a link to and way of processing of the documents that pertain to the 6 bodies of central administration that make up CAAPIN to the processing of documents from other bodies of public administration , whether central, decentralized, regional or local, viz. commissions for regional coordination and development (*Comissões de Coordenação e Desenvolvimento Regionais*), administrations of catchment areas (*Administrações das Regiões Hidrográficas*), municipalities, National Forest Authority (*Autoridade Florestal Nacional*), Institute for Ports and Maritime Transport (*Instituto Portuário e dos Transportes Marítimos*), Directorate-General for Energy and Geology (*Direcção-Geral de Energia e Geologia*), Regional Directorates for the Economy (*Direcções Regionais de Economia*) and other public entities that may be involved in the assessment and licensing of any specific project.

→ **December**

Ministry of Economy and Innovation; Ministry of Environment, Territorial Planning and Regional Development; Presidency of the Council of Ministers

M107

ONLINE SERVICES PROVIDED BY THE NATIONAL MARITIME AUTHORITY

To make available on the site of the Portuguese Navy a series of online services provided by the National Maritime Authority (*Autoridade Marítima Nacional*) that will enable users to start the procedure for the registration of vessels, requests for licences, scheduling of technical inspections, searching the register of vessels and planning technical inspections. Identification of users will be made via Citizen's Cards. Users will be able to make their payments using the ATM network.

→ **August**

Ministry of National Defence

M118	M119
FAST- TRACKING SME PROJECTS WITH QREN FUNDING	**INFORMATION AND MANAGEMENT SYSTEM ON ARMS & EXPLOSIVES (PHASE 2)**

To define a speedier, integrated procedure for dealing with SME projects who have had their funding approved by the National Strategic Reference Framework (*Quadro de Referência Estratégico Nacional*, QREN).	To eliminate the need to provide escorts whenever explosives are transported and to streamline the procedures required to license activities in this area, enabling documents to be submitted electronically and thus shortening the times for decisions to be made.
These are projects that have already undergone a rigorous assessment by State bodies – that have certified the merits and economic sustainability of the project, the credibility of the developer, its technical and financial capability to undertake the project, etc. – and that are subject to tight execution deadlines. It is therefore justifiable to practice positive discrimination in the processing of the procedures to which they may be subject.	
Once projects have been identified as such, they will be fast-tracked i.e. the procedures required to obtain the necessary permits and licenses will be dealt with expeditiously by means of a conference of all the services of central and local government that have to express their views on the projects. Thus several procedures are integrated into a single exercise and the issuing of opinions, approvals, authorisations, decisions and licenses by those services takes place over a shorter time period.	

➜ July	➜ July
Presidency of the Council of Ministers	Ministry of Home Affairs; Ministry of Economy and Innovation

M120	M121
INTEGRATED REGISTRATION SYSTEM APA - SIRAPA	**ONLINE AUTHORISATION AND PRIOR COMMUNICATION OF INITIATIVES AND USES OF REN**
To integrate new features in SIRAPA, which was developed in 2008, such as: licensing of waste operations and entities managing waste, emissions trading, requests for approval of noise maps, reports on general environmental responsibility, requests for certification of technical staff and request for training of monitors.	To turn the new procedure for authorising usage and initiatives on land belonging to the National Ecological Reserve (*Reserva Ecológica Nacional*) (only applicable to procedures that do not come under the platform of the legal framework for urban planning and building (*Plataforma do Regime Jurídico da Urbanização e Edificação*)), so as to allow such projects to be launched and their online monitoring on the website of the Commission for the Regional Coordination and Development of the Alentejo (*Comissão de Coordenação e Desenvolvimento Regional do Alentejo*, CCDR Alentejo).
→ **October**	→ **December**
Ministry of Environment, Territorial Planning and Regional Development	**Ministry of Environment, Territorial Planning and Regional Development; Ministry of Public Works, Transportation and Communications; Ministry of Economy and Innovation; Ministry of Agriculture, Rural Development and Fisheries**

M122	M123	M124
ELECTRONIC FORMS FOR ENVIRONMENTAL LICENCES	**SIMPLIFYING THE LICENSING OF PRESSURIZED EQUIPMENT**	**ELIMINATING DUAL LICENSING**

To standardise the environmental licences/permits by developing a model-form, in the wake of the simplification of the regulatory framework for integrated prevention and control of pollution (*prevenção e controlo integrados da poluição*, PCIP) in 2008.

To adapt the licensing procedures for pressurized equipment (gas tanks) to the amendments made to the regulatory framework for the licensing of storage facilities. The procedure will be simplified for equipment with a capacity below 1500m^3. Companies will be responsible for cheeking the status of such equipment and the authorities will waive the need for a prior technical check.

It will also be important to clarify competences, eliminate redundant procedures and overlaps between the different bodies that have a role in the licensing of such equipment e.g. Regional Directorates for the Economy, local authorities and Directorate-General for Energy and Geology (*Direcções Regionais da Economia, autarquias locais e Direcção-Geral da Energia e Geologia*).

Eliminating dual licensing by means of the approval of the project for the landscape redevelopment of the quarry site, with the inert waste from the quarry being included in the materials that may be used to rehabilitate and redevelop the site.

This measure will contribute to an administrative simplification of the procedures related to the management and disposal of inert waste and will help bring about a swifter recovery of the landscape and closure of existing quarries. Also, it will address and solve an environmental problem that is very common throughout the country – the disposal of such materials along secondary roads, river embankments, road kerbs, forest areas, etc.

➜ **October**

➜ **December**

➜ **June**

Ministry of Environment, Territorial Planning and Regional Development

Ministry of Economy and Innovation

Ministry of Economy and Innovation; Ministry of Environment, Territorial Planning and Regional Development

Managing and expanding a business

● **ACCESS TO FINANCE, INCENTIVES TO INNOVATION, MODERNISATION AND INTERNATIONALISATION**

M125	M126
SIMPLIFYING PROCEDURES FOR COMMITMENMT AUTHORISATIONS AND REPORTING IN R&D ACTIVITIES	**QREN – INTEGRATED AUDITING ACTIVITIES**

Adapting the administrative and financial procedures of scientific and higher education institutions that regularly undertake R&D activities, namely in the context of national or international projects or international scientific cooperation agreements. In particular, the following initiatives are envisaged:

(i)   To promote administrative simplification of commitment authorisations regarding R&D activities, namely with regard to the purchase of goods and services by scientific institutions and institutions of higher education;

(ii)   To adopt simplified procedures for the payment of "overheads" to beneficiaries of public funding in projects that are supported by ERDF/QREN, on the basis of a global and annual certification of expenditure with general administrative costs of each beneficiary institutions, thus eliminating the need for the submission of documentary evidence and certification for each commitment request and project.

To implement mechanisms for coordination between the control and monitoring bodies of the National Strategic Reference Framework (*Quadro de Referência Estratégico Nacional*, QREN). The implementation of such coordination mechanisms will involve the development of a shared information system with a view to improving the efficiency and effectiveness of the audits and inspections carried out while avoiding overlaps whenever possible unless circumstances so warrant.

The implementation of such mechanisms will also contribute to a rationalising of the resources allocated to the inspection and auditing tasks and release beneficiaries from what are often redundant activities that effectively hinder their management tasks.

→ **June**

Ministry of Science, Technology and Higher Education; Presidency of the Council of Ministers; Ministry of Environment, Territorial Planning and Regional Development; Ministry of Finance and Public Administration; Ministry of Economy and Innovation; Ministry of Public Works, Transportation and Communications

→ **October**

Ministry of Environment, Territorial Planning and Regional Development; Ministry of Science, Technology and Higher Education

M127

ONLINE APPLICATION TO FUNDING IN THE TOURISM INDUSTRY

To serve notifications concerning applications to funds in the tourism sector using electronic-based processes, namely e-mail and extranet access being restricted to the companies who will benefit from such funding.

Another goal of this measure is to turn the contracting of financial support to companies into an electronically-based procedure by developing an electronic version of a standard contract. The signing of the contract will be by means of Citizen's cards and the signed version of the contract shall be sent online to the relevant services of the Portuguese Tourism Authority (*Turismo de Portugal*).

➔ **June**

Ministry of Economy and Innovation

● ACCOUNTABILITY AND INFORMATION REQUIREMENTS

M128	M129	M130
ONLINE SUBMISSION OF STATISTICAL DATA TO INAC	**EMPLOYMENT AND VOCATIONAL TRAINING STATISTICS**	**ELECTRONIC-BASED EPIDEMIOLOGICAL SURVEILLANCE OF TRANSMISSIBLE DISEASES**
To give air carriers access to the extranet portal of the National Institute for Civil Aviation (*Instituto Nacional de Aviação Civil*, INAC), I.P) and to interactive forms that will be used to regularly supply the institute with relevant statistical data.	To simplify the process of compiling and presenting statistical data pertaining to employment and vocational training, especially for micro-companies.	Implementing a system that will enable the electronically-based notification of clinical and laboratory data concerning transmissible diseases for which notification is mandatory in the public and the private sector.
➔ **June**	➔ **December**	➔ **December**
Ministry of Public Works, Transportation and Communications	**Ministry of Labour and Social Solidarity**	**Ministry of Health**

TAX RETURNS AND SOCIAL SECURITY

M037	M038	M047
CADASTRE INFORMATION SUPPLIED ONLY ONCE	**SIMPLIFIED SUBMISSION OF MUNICIPAL TAX RETURN FORM**	**SWIFTER PROCESSING OF REPLACEMENT STATEMENTS**
Making cadastre information available to whichever public service or government department that may require it, thus eliminating the need for businesses to repeatedly submit it to different authorities.	To enable users to fill in and submit the municipal property tax form (*Imposto Municipal sobre Imóveis, IMI, Modelo 1*) using a software application offline.	To implement a procedure aimed at recovering and processing replacement statements on tax returns that were pending on 31 December 2008. As well as to create the necessary conditions so that in the future decisions on replacement statements are made within 30 days of their submission.
➔ **December**	➔ **October**	➔ **December**
Ministry of Finance and Public Administration	Ministry of Finance and Public Administration	Ministry of Finance and Public Administration

M046	M039	M040
SUBMISSION OF DOCUMENTS TO THE TAX AUTHORITIES	**ONLINE PAYMENT OF MUNICIPAL TAX ON PROPERTY TRANSACTIONS (IMT9**	**ONLINE PAYMENT OF STAMP DUTIES**
Creating the possibility for taxpayers to submit their documents to the tax authorities by means other than registered post (article 131 of the Corporate Tax Code (*Código do IRC*).	To enable users to pay the municipal tax on property transactions (*Imposto Municipal sobre as Transmissões Onerosas de Imóveis, IMT*) online via the website of DGCI and its link to electronic forms.	To enable users to pay online the stamp duty corresponding to gifts to legal persons (*Imposto do Selo (verba 1.1) nas doações a favor de pessoas colectivas*) without the need to go to an office of the tax authorities.
➔ **December**	➔ **March**	➔ **March**
Ministry of Finance and Public Administration	Ministry of Finance and Public Administration	Ministry of Finance and Public Administration

M050	**M034**	**M048**
ELECTRONIC TAX SERVICE	**TAXPAYERS' ELECTRONIC DIARY**	**INFORMATION TO TAXPAYERS**

To create a new site for the tax authorities (*"Finanças"* - *Serviço de Finanças Electrónico*, SFE), that will result from the merger of the two websites that the tax administration currently manages – the website of the Directorate-General for Taxation (*Direcção-Geral dos Impostos*, DGCI) and the website of Electronic Forms (*Declarações Electrónicas*). Besides the services that are currently provided online, the new website will include new interactive features aimed at turning the internet into the preferred interface for interactions between the tax authorities and taxpayers.

The focus on electronic services will be also adopted in the tax offices (*Serviços de Finanças*) where computer terminals will be made available for taxpayers to use the internet free of charge and with the support of local staff to fulfil their fiscal obligations.

To provide taxpayers with a tool that will inform and assist them in fulfilling their duties pursuant to the tax laws. The taxpayer's online dairy will include the following features:

i) It will include all the information available in the Directorate-General for Taxation (*Direcção-Geral de Constribuições e Impostos*, DGCI) systems;

ii) Users will be able to tailor the information to their individual needs;

iii) The system will send e-mail or text messages to taxpayers to inform them about upcoming deadlines for fulfilling particular tax obligations;

iv) The system will also keep a record of all interactions between taxpayers and the tax authorities, including past and ongoing procedures

Providing tax payers with all the information required to fulfill their fiscal obligations by the required deadlines. It will comprise the following initiatives:

- Drafting a guide or handbook on the relations between taxpayers and the fiscal administration. The resource will list the rights and duties of taxpayers with regard to the State and the best way to comply with those duties within the prescribed deadlines. The guide book/handbook shall be sent to all taxpayers starting an economic activity or declaring assets pursuant to the procedures of the National Directorate for Taxes and Duties (*Direcção-Geral das Contribuições e Impostos*, DGCI);

- Providing an alert system that will inform taxpayers by e-mail and text messages about approaching deadlines for complying with their fiscal obligations;

- Sending personal e-mails and text messages or messages over the internet whenever taxpayers comply with their fiscal obligations and pay an amount that was due as well as to inform them of the total amount of taxes paid by the taxpayer over the fiscal year.

→ **December**

Ministry of Finance and Public Administration

→ **December**

Ministry of Finance and Public Administration

→ **December**

Ministry of Finance and Public Administration

M131

DESCENTRALIZING THE APPROVAL OF THE STATUS OF OPERATOR FOR THE PURPOSE OF TAXATION OF VEHICLES

To assign to the deconcentrated services the status of registered and recognized operator, which is currently the task of a legal-technical unit within the Directorate-General for Customs and Excise (*Direcção-Geral das Alfândegas e dos Impostos Especiais sobre o Consumo*), as well as to develop the necessary specifications for a software application.

Another goal is to publish the necessary regulations and administrative instructions.

➔ **December**

Ministry of Finance and Public Administration

M042

IMPROVED SERVICES FOR TAXPAYERS

To improve the quality of the services provided by the Directorate-General for Taxation (*Direcção-Geral dos Impostos*, DGCI) by implementing a Customer Relationship Management system that will automatically process all information resulting from interactions between DGCI and taxpayers.

➔ **December**

Ministry of Finance and Public Administration

M132

STREAMLINING VAT FUNDS FOR EXPORTING COMPANIES

Providing an automatic validation of the exports listed by companies in their applications for VAT refunds. The validation procedure will use the database of the Directorate-General for Customs and Excise (*Direcção-Geral das Alfândegas e dos Impostos Especiais sobre o Consumo*, DGAIEC).

➔ **June**

Ministry of Finance and Public Administration

M043

ONLINE ACCESS TO RURAL PROPERTIES

To enable the authorities to issue documents pertaining to rural properties with information from the land cadastre and relevant maps over the internet to assist taxpayers in the fulfilment of their fiscal obligations. The initiative will also enable the tax authorities and the Portuguese Geographical Institute (*Instituto geográfico Português*, IGP) to exchange information with a view to updating the cadastral information contained in the land register.

➔ **November**

Ministry of Finance and Public Administration; Ministry of Environment, Territorial Planning and Regional Development

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M049

PAYMENT OF TAX CREDITS BY INTERBANK TRANSFER

To allow tax liens to be paid by means of interbank transfers of tax credits.

➔ **December**

Ministry of Finance and Public Administration

IMPORT & EXPORT OF GOODS AND SERVICES

M133

ONLINE EARLY WARNING OF ARRIVAL OF ANIMAL PRODUCTS FOR HUMAN CONSUMPTION

To help companies comply with EU rules regarding the mandatory notification of the relevant authorities of the arrival in the country of animal products for human consumption at least 48 hours beforehand. The measure will allow operators/receiving entities to prepare online an early warning document whenever such goods are soon to arrive. The competent authorities will also have access to such information. Currently, notifications are made by fax.

This procedure will provide the competent authorities with the necessary information to decide whether to control the goods at their destination point. The fact that the procedure is to be electronically-based will allow for a significant reduction in time spent, paper used and associated costs.

→ **December**

Ministry of Agriculture, Rural Development and Fisheries

M134

ELECTRONIC REQUESTS FOR CERTIFICATES OF DESIGNATION OF ORIGIN

Designing a computer-based process that will enable the coordination of the current accounts service and the external inspection service. The process will validate the information collected in companies and will issue mandatory documents that have to accompany the wines when these are sent to countries with more stringent requirements regarding denominations of origin.

→ **June**

Ministry of Agriculture, Rural Development and Fisheries

M135

MILITARY WARE AND TECHNOLOGIES – LICENSING AND PRIOR CERTIFICATION OF TRADE AND INDUSTRY

To reduce administrative costs and to turn the process of licensing and prior certification of the trade in (i.e. the access to import and export, re-export or transit operations) and production of military ware and technology into an electronically-based one. The implementation of this measure will require:

1. Revising Decree-Law no. 436/91, of 8 November;

2. Making available interactive forms at the website of the of the Ministry of National Defence for the licensing and prior certification of military ware and technologies;

3. Establishing an inter-ministerial working group that will conceive a software application to manage and control the aforementioned processes.

→ **December**

Ministry of National Defence; Presidency of the Council of Ministers; Ministry of Foreign Affairs; Ministry of Finance and Public Administration

MONITORING OF ECONOMIC ACTIVITIES

M090	M136	M137
INFORMED DRIVER	**HARMONISING PROCEDURES WITH RESPECT TO GAS**	**MEASURES AGAINST MONEY LAUNDERING BASED ON ELECTRONIC PROCEDURES**
To make available on the site of the Institute for Mobility and Land Transportation (*Instituto da Mobilidade e dos Transportes Terrestres*) information on the dates when vehicles inspections, renewal of drivers' licenses and payment of the Single Circulation Tax are due.	To develop common rules and criteria that will harmonise the procedures and practices used when installing or inspecting gas facilities. The implementation of this measure will require the establishment of a oversight body under the Ministry of Economy that will also be responsible for the training and technical qualifications of the professional staff involved in installing and inspecting gas facilities.	Ensuring that the communication and validation of data as described in article 34 of Law no. 25/2008 takes place through electronic forms and is automatically inputted into the relevant databases. This will eliminate the need to use paper-based communication, which requires inputting data by hand, involves significant resources and does not warrant the quality and integrity of the information produced and stored.
➔ **September**	➔ **April**	➔ **June**
Ministry of Public Works, Transportation and Communications	Ministry of Economy and Innovation	Ministry of Public Works, Transportation and Communications

M087	M138	M086
ONLINE REQUEST TO CHANGE A VEHICLE'S TECHNICAL SPECIFICATIONS	**ONLINE REQUEST OF TACHOGRAPH CARDS**	**ONLINE REQUESTS OF 2nd COPY OF PLATE NUMBER CERTIFICATES**
To allow users to request online changes to the technical specifications of vehicles (colour, tyres, adaptation to Liquid Petroleum Gas (LPG)).	To allow users to request tacograph cards online rather than going to the competent services to acquire them.	To enable people to request online new copies of their plate number certificates.
➔ **June**	➔ **September**	➔ **June**
Ministry of Public Works, Transportation and Communications	Ministry of Public Works, Transportation and Communications	Ministry of Public Works, Transportation and Communications

M139

ONLINE FORMS FOR THE ANNUAL SANITARY PROGRAMME

To make possible the electronic submission of partially filled forms concerning the Annual Sanitary Programme of Organisations of Livestock Farmers (*Programa Sanitário Anual das Organizações de Produtores Pecuários*, OPP), namely with regard to their Eradication Plans. In particular, information concerning the "protocol", the form identifying the "coordinating veterinary doctors" and the form identifying the "executing veterinary doctor" may be submitted in the aforementioned way.

➔ **November**

Ministry of Agriculture, Rural Development and Fisheries

M140

SIMPLIFIED GENERIC DRUGS

To simplify the procedure for establishing the price and the authorities' financial contribution to the purchase of generic drugs, in order to reduce the time required for their approval.

➔ **June**

Ministry of Health

M089

ONLINE NOTICES FOR DRIVERS AND VEHICLE OWNERS

To create an area within the website of the Institute for Mobility and Land Transportation (*Instituto da Mobilidade e dos Transportes Terrestres*) for drivers and/or car owners to supply their details (e-mail, phone no., taxpayer no.) so that they may receive automatically-generated notices and other information.

➔ **March**

Ministry of Public Works, Transportation and Communications

M088

ONLINE REQUESTS OF VEHICLE CERTIFICATES

To enable users to request online approval certificates, plate number certificates and an historical record of technical inspections performed on the vehicle.

➔ **June**

Ministry of Public Works, Transportation and Communications

M141

ONLINE TRANSFER OF WINES BETWEEN ACCOUNTS

To develop a software application that will enable producers, bottlers and traders to transfer wines between accounts via the restricted access area of the website of the Institute of Douro and Port Wines (*Instituto dos Vinhos do Douro e Porto*, IP)

➔ **March**

Ministry of Agriculture, Rural Development and Fisheries

● ACCESS TO REGISTRIES AND INFORMATION

M082	M142	M143
ONLINE REGISTRATION OF VEHICLES – NEW PROCEDURES	**ONE-STOP SHOP FOR BUSINESS REGISTRATION SERVICES**	**ONLINE ACCESS TO PROPERTY RECORDS BY LAWYERS AND SOLICITORS**

To allow citizens to perform new procedures regarding vehicles online, at www.automovelonline.mj.pt in addition to the services that were already available at this website.

For instance, it will be possible to create a mortgage with respect to a vehicle online.

To provide one-stop shops for business registration services in new locations. In particular, it will:

1. Extend the network of counters providing services related to registering a company, a brand name, a branch office, an association, an house and a vehicle;

2. Extend the service for registering an industrial property to new company registries.

Providing lawyers and solicitors with direct access to the property record of the properties that are being transferred through the website for electronic tax declarations.

➜ **October**	➜ **December**	➜ **March**
Ministry of Justice	Ministry of Justice; Ministry of Agriculture, Rural Development and Fisheries; Ministry of Labour and Social Solidarity	Ministry of Agriculture, Rural Development and Fisheries

M144	M145
A COUNTER FOR INTEGRATED REGISTRATION SOLUTIONS (*SOLUÇÕES INTEGRADAS DE REGISTO,* SIR)	**DIRECT ACCESS TO COURTS' AND REGISTRIES' ONLINE SERVICES**

To establish a single counter that will provide specific services and deal with economic operations that require special treatment, be it for their magnitude or complexity.

While submitting a single request, users of this service will be able to perform all the registration operations that they would normally do at a one-stop shop facility. Whoever plans to undertake an economic operation that because of its multiple facets, number of components involved, inter-relationship or inter-dependence, or because of the status or identity of the stakeholder involved require a single integrated approach may use this service.

The implementation of this measure will address a range of different types of economic operations that imply a large number of registrations or complex registrations, of which the following are but a few examples: re-arranging the structure of companies; financial operations involving the transfer of credits; transfers of rights; large economic operations; regularising stakeholder's rights.

To establish a portal for lawyers, solicitors and notaries that will bring together the services provided by the Ministry of Justice so that, as legal actors, they may have simple and direct access to such services.

The information and communication channel shall give legal actors, in particular, the possibility of submitting documents to be address to individual case files as well as the possibility of perusal of case files through the CITIUS system.

➜ **July**	➜ **June**
Ministry of Justice	Ministry of Justice

● INDUSTRIAL PROPERTY RIGHTS

M146

ONLINE REGISTRATION OF INTERNATIONAL BRAND NAMES AT THE INPI PORTAL

To make available a tool that will allow the applicants for national brand name registration to extend their registrations to World Intellectual Property Organisation (WIPO) under international agreements on this matter. They will be able to do so directly through the online services of the National Institute for Industrial Property (*Instituto Nacional da Propriedade Industrial*, INPI), at no extra cost.

➔ **December**

Ministry of Justice

M147

AUTOMATIC TRANSLATION OF PATENT-RELATED DOCUMENTATION

To make available a free tool online that is able of automatically translating into Portuguese the patent-related documents available in the major European languages, namely English, French and German.

➔ **December**

Ministry of Justice

M148

SEARCH FOR BRAND NAMES AND DOMAIN NAMES ".PT"

This measure will make available a free tool for carrying out integrated searches of brand names and domain ".pt" through a common interface that will provide immediate and simplified access to the essential information that characterizes these types of records.

The information will be made available on the websites www.dns.pt and www.inpi.pt.

➔ **July**

Ministry of Science, Technology and Higher Education; Ministry of Justice

M149

E@AUTHENTIC PROJECT (2007_2010)

Simplifying the process of authentication and classification of cultural products (and is applicable to video materials).

The objectives of this measure for 2009 are:

1) To promote the necessary changes to the legislation so that the simplification can take place;

2) To start the technological reconversion of the existing system for authentication and classification of cultural materials.

➔ **December**

Ministry of Culture

SIGNATURE, EXECUTION, AMENDMENT AND TERMINATION OF CONTRACTS

M150

ONLINE AUTHORISATIONS TO USE NATIONAL MONUMENTS FOR EVENTS

With the implementation of this measure, companies planning to use national monuments as the venue for particular events will have online access to the downloadable forms that are required to request the use of such monuments from the body managing them – the Institute for the Management of Architectural and Archaeological Heritage (*Instituto de Gestão do Património Arquitectónico e Arqueológico*, IGESPAR). Information on the types of events that are authorised and the main features of the venues e.g. available areas, capacity, etc. will also be available online.

This measure will bring about a significant reduction in time spent with the mandatory procedures and it will cut red tape and paperwork.

→ **November**

Ministry of Culture

M151

ONLINE TRANSACTION OF LAST HARVEST WINES

As a result of the implementation of this measure, market operators will be able to use the reserved area on the website of the Institute for Douro and Port wines (*Instituto dos Vinhos do Douro e Porto, I.P.*), to buy and purchase online the wines from the latest harvest (Base V).

The measure is aimed at streamlining and speeding up the transactions between producers and dealers as well as enabling a better control of the market.

→ **March**

Ministry of Agriculture, Rural Development and Fisheries

M023

ON-THE-SPOT HOUSE IN YOUR BANK FOR ALL PROPERTIES IN THE COUNTRY

Extending the "One Stop House in your Bank" service (which is currently being piloted in Braga and Leiria) by establishing "One Stop House counters" in banks' branch offices with a view to providing the necessary assistance to citizens when the transaction requires a bank loan.

The "One Stop House scheme" enables users to complete all the necessary procedures for the purchase or sale of a property at a single contact point, more quickly, with less fuss and also more cheaply and safely. At the "One Stop House counters" users may: pay the IMT tax and IMT and stamp duty; sign the contract and complete the transaction; register their assets as required (e.g. purchase, sale and mortgage); request changes to their fiscal address; obtain from the municipal authorities drawings of the newly acquired property; request exemption from the municipal property tax (*Imposto Municipal sobre Imóveis*, IMI); submit the necessary data for registering the property or updating the data in the property register.

→ **June**

Ministry of Justice

PROTECTION & SECURITY OF ASSETS AND PROPERTY

M085	M018
LOCATING TOWED AWAY VEHICLES VIA TEXT MESSAGES	**ONLINE REGISTRATION OF ALARMS**

Providing a service in Lisbon and Oporto that will allow users to use text messages to learn about the location of their vehicle when the latter has been towed away for unlawful parking. For that purpose, vehicles' plate numbers shall be registered in a software application that interested users may then query.

The sending of a text message with the vehicle's plate number shall generate an automatic reply if the vehicle has been entered into the system (e.g. "vehicle in car park x", "invalid plate number", or "no car par"). The possibility of learning more quickly and with greater precision about the location of a vehicle that has been towed away will significantly streamline a procedure that is currently highly complex and involves a large degree of uncertainty.

The establishment of a registration system will also enable the relevant authorities to provide the information over a hotline.

To allow those who have installed alarms against burglars in buildings or any other facilities to register them through the website of Lisbon's Government office. This will make it easier for the taxes due to be paid electronically.

The form to be used will feed the information into a system that users will be able to update online. This information system will also be available to the security forces and will centrally manage any procedures related to irregularities (such as lack of registration or false alarm, *inter alia*). Procedures will be streamlined and dealt with electronically and this will contribute to a more effective enforcement of the applicable legislation.

The system implemented in Lisbon will be replicated in other government representative offices across the country at a later stage.

➜ **September**

➜ **July**

Ministry of Home Affairs

Ministry of Home Affairs

M014	M013
MUNICIPAL POLICE FORCES IN THE SECURITY PORTAL	**SECURITY PORTAL**

To create an interactive information area in the Security Portal (*Portal da Segurança*) on municipal police forces. Information to be posted will include: • General information and Q&A for the general public, local authorities and municipal police forces; • Access to relevant legislation; • Studies on the legal framework for the operation of the municipal police forces and about its implementation; • Electronic submission and processing of forms related to procedures under the purview of the municipal police forces.	To create a Security Portal (*Portal da Segurança*) that will compile and present security-related information in a user-friendly manner. The portal will provide practical tips on how to improve one's individual security or the community's security from a preventive or reactive perspective. The new portal will benefit from the re-design of existing portals – that may be kept active – and will include useful and practical information in text, audio and video formats using Web 2.0 tools. The portal should become a simple, easy to use instrument to look for publicly-available information on a vast range of security-related topics. The portal will also include areas where specific information from other ministries will be posted, particularly from the ministries of Justice and Defence. The portal will post online studies, surveys and other information resources prepared by academic institutions and by institutions involved in the training.

➔ **April**

➔ **July**

Ministry of Home Affairs; Presidency of the Council of Ministers

Ministry of Home Affairs

● **LABOUR LAWS**

M152

ONLINE ACCESS TO THE AUTHORITY FOR WORKING CONDITIONS

Providing forms online for employers and employees to fulfill their legal obligations with regards to the Authority for Working Conditions (*Autoridade para as Condições do Trabalho*, ACT) pursuant to the new Labour Code. Another goal of this measure is to make available information on labour laws and health and safety legislation.

➔ **December**

Ministry of Labour and Social Solidarity

COMMUNICATING AND ACCESSING INFORMATION

M153

LISTS OF LICENSED VESSELS AVAILABLE ONLINE AND UPDATED REGULARLY

The measure involves adopting a new model of communicating to shipowners the quarterly lists of licensed vessels. The lists will be posted on the website of the Regional Directorate of Agriculture and Fisheries of the Algarve (*Direcção Regional de Agricultura e Pescas do Algarve*, DRAPALG) from where interested parties can print them off.

The listings may also be collected by shipowners from the Tavira office of DRAPALG.

The aim of this measure is to make the information more readily available and to eliminate the need to mail individual circular-letters.

→ **December**

Ministry of Agriculture, Rural Development and Fisheries

M154

COMPANIES' ELECTRONIC CASE FILES

Designing and developing an electronic file format for businesses. Businesses' electronic case files will be accessible via the reserved area of the Businesses' Portal by using Citizen's Cards. The businesses electronic files will allow companies to access information made available by different agencies and bodies of public administration. The information will be tailored to their needs, bearing in mind the companies' profile and characteristic activities. The electronic files should also enable businesses to initiate a request or to track down and find out about the current status of a request that has already been placed.

→ **September**

Presidency of the Council of Ministers

M027

A COMMON IDENTITY FOR PUBLIC WEBSITES

To promote a standardisation of all public websites and portals (from government departments and public services) in order to develop a specific and easily identified common image. The implementation of this measure will involve two main initiatives:

1. The inclusion of a common navigational bar at the top of all such sites that will allow users to easily navigate any of them;

2. The decision to make the use of the ".gov.pt" domain mandatory in all URLs.

→ **August**

Presidency of the Council of Ministers

M029

DIRECTORY OF PUBLIC WEBSITES

To create a directory of public websites, organised by categories and types of sites.

→ **December**

Presidency of the Council of Ministers; Ministry of Finance and Public Administration

M155

RANKING OF ONLINE SERVICES PROVIDED BY LOCAL AUTHORITIES

To design a technological platform that will compile and rank the online services provided by different local authorities.

The ranking will be made available by the Directorate-General for Local Authorities (*Direcção-Geral das Autarquias Locais*) and will help local authorities that provide fewer services online to adopt the necessary measures to improve their stand in the ranking.

→ June

Presidency of the Council of Ministers

M101

NATIONAL NETWORK OF TOURIST INFORMATION

Compiling and making available information in electronic format about Portugal's tourism products and services across the country's tourist information offices. The establishment of a database with tourism information will standardise the tourism information disseminated and allow for its regular updating.

By the end of the first year of implementation of this measure, 25% of all tourist information offices should be part of the network.

→ August

Ministry of Economy and Innovation

M156

BUSINESS PORTAL 2.0

Transforming the Business' Portal (*Portal da Empresa*) into the single contact point for online interaction between businesses and government.

The aim is to bring together and consolidate the many transversal and sectoral public services and to ensure that businesses have a single and integrated vision of the public sector.

→ August

Presidency of the Council of Ministers – all Ministries

M157

SIMULATOR FOR FEES, LEVIES AND BUDGETS (METROLOGICAL CONTROL, CALIBRATIONS AND TESTS)

Streamlining the procedures involved in requesting metrological controls, calibrations, tests for measuring devices and equipment as well as obtaining quotations for such services.

In order to cut down the interaction with administrative services, a simulator will be designed and made available on the websites of the Regional Directorates for the Economy (*Direcções Regionais da Economia*). The simulator will enable users to determine the cost of such services as metrological control, calibration and tests of measuring devices and equipment.

→ June

Ministry of Economy and Innovation

M158

USE OF CITIZENS' CARDS WITH THE TOURISM AUTHORITY

To adopt Citizen's Cards as the way for users to identify themselves before the Portuguese Tourism Authority (*Turismo de Portugal*). The card will be employed for users to identify themselves when online, for signing contracts, but also to access restricted areas such as extranets and privileged information.

→ June

Ministry of Economy and Innovation

M028	**M080**
SEARCH ENGINE FOR PUBLIC WEBSITES	**MULTI-CHANNEL INFORMATION ON LABOUR AND LABOUR-RELATED ISSUES**

To develop a search engine that will index the contents of major public websites and portals and that may be used to search across all indexed websites or on a particular website.

To establish a call centre that will cater for users' needs in terms of labour and labour-related information. The information facility will focus in particular on relevant laws and regulations concerning working conditions, health and safety.

The measure will also include other initiatives aimed at raising awareness amongst employers and employees, viz.:

(i) to make available information in paper and electronic formats on employers' and employees' rights and duties under the new Labour Code; these material will be made available to all departments within the Authority for Working Conditions (*Autoridade para as Condições de Trabalho*, ACT) as well as posted on ACT's website; (ii) to organize workshops, seminars, etc. to disseminate information on and clarify issues concerning the new labour laws; (iii) to organise outreach compaigns aimed at raising awareness for health and safety issues.

→ **August**

→ **December**

Presidency of the Council of Ministers

Ministry of Labour and Social Solidarity

M159	**M160**
ViaCTT FOR SMEs	**BUSINESSES' DATABANK**

Providing a new feature in the ViaCTT portal that will enable users to send their mail in digital format using a faster and simplified procedure of digital integration of documents. An indexing system will be used to establish links between mail and addresses (users of the ViaCTT system).

The service will be specifically tailored to the needs of SMEs because of their size and lesser capability to use new IT technologies.

To create a databank with relevant company information (*central de informação da empresa*, RIE) within each company's electronic casefile with links to allow queries by pubilc administration entities and a warning system to inform users of expired deadlines.

→ **October**

→ **October**

Ministry of Public Works, Transportation and Communications

Presidency of the Council of Ministers

● CONFLICT RESOLUTION

M051

ELECTRONIC REIMBURSEMENT/REVALIDATION OF JUSTICES FEES

Implementing an electronic process for the refund (and, according to the latest regulation, also the revalidation) of justice fees. The requests will be submitted to the institution responsible for managing the justice sector's finances and infrastructure (*Instituto de Gestão Financeira e de Infra-Estruturas da Justiça*, IGFIJ) through their website. Every request shall be assigned a reference number and processed in IGFIJ's back office. Further processing will have to await the original document, which will be digitalized and entered into the document management system of the Office for Judicial Proceedings (*Gabinete de Processos Judiciais*, GPJ) where it will be dealt with using the software application for judicial fees. The system will enable a prompt updating of requests and users will be able to monitor the processing on their requests online using the reference number assigned to them.

→ **October**

Ministry of Justice

Administração

● DOCUMENT MANAGEMENT AND INTRA-SERVICE COMMUNICATION

M161

NEW SYSTEM FOR SUBMITTING COMPLAINTS, PRAISE AND SUGGESTIONS

Creating a new system to submit complaints, register praise and make suggestions (*Sistema de reclamações, elogios e sugestões*, SIRES) in Citizens' & Business' Shops (*Lojas do Cidadão e Empresa*) and Citizens' & Business' Portals (*Portais do Cidadão e da Empresa*). The system will enable citizens to submit complaints, praise and suggestions with regard to the public services available in such shops both in person and electronically.

➔ **June**

Presidency of the Council of Ministers; Ministry of Finance and Public Administration

M162

REDUCING THE NUMBER OF CONTRACT DOCUMENTS TO BE STORED IN MUNICIPAL ARCHIVES

To shorten the time periods set in the law for the preservation of documentation associated to contracts. In this way, the storage of large volumes of paper of no practical use or legal relevance will be avoided.

For this measure to be implemented it will be necessary to amend a ministerial instruction (*Portaria nº 412/2001 of 17 April*) with a view to shortening the deadlines for the preservation of documents related to the procurement of goods and services.

➔ **June**

Presidency of the Council of Ministers; Ministry of Culture

M163

ELECTRONIC BOOKING OF VISITS TO NATIONAL MONUMENTS MANAGED BY IGESPAR

This measure will result in an electronic form being made available on the website of the Institute for the Management of Architectural and Archaeological Heritage (*Instituto de Gestão do Património Arquitectónico e Arqueológico* IGESPAR) for schools to book educational tours of the monuments managed by IGESPAR. This will speed up the traditional procedure and cut the associated communication costs.

➔ **October**

Ministry of Culture

M164

ON-LINE FORENSIC MEDICINE

Streamlining, cutting the red tape and speeding up judicial proceedings by ensuring that the entities that have to deal with the National Institute of Forensic Science (*Instituto Nacional de Medicina Legal*, INML) do so in electronic form. This measure is part of a more comprehensive effort to ensure that judicial proceedings are processed electronically
The measure is based on the design of electronic versions of the circular-letters and notices that are exchanged between INML and the judicial authorities. As well as a reliable and certified electronic version of the experts' reports; and an electronic invoice for the institute to charge for the services provided.
The collaboration between the various entities will allow them to schedule one or more expert examinations directly through INML's information system by sending a standard format file that will contain all the necessary data. These files will then generate a reply that will include the expert report and the invoice for the services provided.

➔ **December**

Ministry of Justice

M165

CRIMINAL INVESTIGATION POLICE: FASTER ADMINISTRATIVE COMMUNICATIONS

This measure will ensure that all information requests from the Ministry of Justice to the Criminal Investigation Police (*Polícia Judiciária*) take place electronically, thus eliminating all paper-based communications (circular-letters, faxes, etc.) between the institutions.

➔ **December**

Ministry of Justice; Ministry of Home Affairs

M166	M167	M168
WIRELESS GEOGRAPHIC INFORMATION SYSTEM	**ELECTRONIC AUCTION OF GOODS SEIZED BY CUSTOMS**	**MAPPING OF RISKS IN MUNICIPALITIES**

To provide officials of the Lisbon and Tagus Valley Regional Coordination Board (*Comissão de Coordenação Regional de Lisboa e Vale do Tejo*, CCDR-LVT) with laptops, *wireless* cards and GPSs and electronic field forms linked by VPN (virtual private net) to a central database. This will allow them to have online access to geographical information and to monitor mobile units on the ground while working in the field,, giving them the ability to self-navigate and to insert geographical data into the system. The system will include a graphic interface for displaying different positions and their status and a mechanism to request updated information from the units. The system will be able to operate in areas without network coverage by working in offline mode.

To simplify the identification and sale of goods seized by Customs for whatever reason and that have to be sold or disposed of in some way so as not to lose their value or become deteriorated.

The measure is designed to turn the current administrative procedure (based on 1941 legislation) into an electronically-based one.

The system to be designed will allow the competent authority (DSGRFM) to receive notices in electronic format of the checks carried out on warehoused goods by the decentralized customs services.

The measure will create the conditions for the subsequent development of an electronic auctioning system, pending the publication of the corresponding legislation or administrative instruction.

Harmonising the geo-referenced information on municipal risks to support the design of municipal emergency plans and municipal masterplans. Another goal is to use of existing data together with Geographic Informatics' Systems (GIS) in the planning and management of risks and to support decision-making processes in areas such as civil protection and territorial planning.

The following issues will have to be addressed:

(i) To identify and select the types of natural and technological risks that will be used to map risks in individual municipalities;

(ii) To define technical standards for drawing up thematic risk maps at municipal level. This will require harmonising concepts, classifications, terminology and graphical depictions;

(iii) To work out technical guidelines for setting up the municipal GISs that will be used to support decision-making processes as well as to carry out surveys, estimations, monitorisation and prevention of natural and technological risks with a view to designing emergency plans.

➔ December	➔ December	➔ October
Ministry of the Environment, Territorial Planning and Regional Development	**Ministry of Finance and Public Administration**	**Ministry of the Environment, Territorial Planning and Regional Development; Ministry of Home Affairs**

M169

ELECTRONIC SUBMISSION OF TERRITORIAL MANAGEMENT TOOLS FOR PUBLICATION AND DEPOSIT

Making available a mechanism for the electronic submission of territorial management tools (*Instrumentos de Gestão Territorial*, IGTs) within the framework of the National System of Territorial Information (*Sistema Nacional de Informação Territorial*, SNIT), These tools are plans for territorial planning that have to be published in the official gazette (*Diário da República*, DR) and deposited with the Directorate-General for Territorial Planning and Urban Development (*Direcção-Geral do Ordenamento do Território e Desenvolvimento Urbano*, DGOTDU).

The electronic submission system for IGTs (*Sistema de Submissão Electrónica de IGT para Publicação e Depósito*) will be developed jointly by DGOTDU and the national printing office (Imprensa Nacional – Casa da Moeda, S.A., INCM). It will function within SNIT, which is a collaborative platform that will link the entities responsible for approving IGTs to INCM, which will be responsible for the publication in the DR, and to DGOTDU, which will be responsible for their mandatory deposit.

The implementation of an electronic system for submission of IGTs will bring several benefits:

- Procedures will become electronically-based, more flexible and efficient, in particular the deposit with DGOTDU;

- There will be consistency between the information published in the official gazette and the information deposited with DGOTDU;

- There will be an improvement in the information submitted, in particular through the use of tools that will check the internal consistency of the data and generate standardised metadata;

- There will be a better compliance with the mandatory deadlines for the deposit of IGTs with DGOTDU.

M170

WEB-BASED CONSULATE MANAGEMENT SYSTEM

Standardising and streamlining the consulate management system (*Sistema de Gestão Consular*, SGC) and to extend the possibilities of communication with other entities.

There will be an evolution from the current situation to a centralized architecture that will allow the installation of the SGC in offices that haven't got this tool yet. This simplifies and speeds up the procedures used which will be of great advantage to staff and users alike.

The features of the system will allow it to simultaneous establishes communication between consulates and to centralize activities, which will result in gains of productivity and reduction of waiting times for users.

The centralized architecture will contribute to optimise the services provided to users via the Virtual Consulate and the automatic interactions between the Virtual Consulate and SGC, as well as with the public entities with who consulates have to collaborate.

→ **December**

Ministry of the Environment, Territorial Planning and Regional Development – Presidency of the Council of Ministers

→ **December**

Ministry of Foreign Affairs

M171

Extending the use of electronic means to produce declarations of public benefit.

This measure builds on the work that was started with the Simplex 2007 programme to transform the procedure of issuing such declarations into an electronically-based one. The new measure has the following main goals:

1) To make available a new form for requesting a declaration of public benefit on the website of the Secretariat-General of the Presidency of the Council of Ministers (*Secretaria-Geral da Presidência do Conselho de Ministros*, SGPCM). This new form will allow applicants to electronically submit at any time the documents that will serve as a basis for the authorities' decision ;

2) To make available to applicants historical information on the steps taken and procedures completed to obtain such declaration of public benefit, and not just the current status of the application submitted;

3) To allow institutions that have been declared of public benefit to file their annual reports and accounts electronically and directly onto their respective case-file;

4) To make available to the general public on the website of SGPCM, without the need to use any access codes, the information pertaining to institutions that were declared of public benefit, including the mandatory annual reports and accounts.

➔ **July**

Presidency of the Council of Ministers – Ministry of Finance and Public Administration

M172

PUBLIC ADMINISTRATION NEWSLETTER

This measure will involve the design of a newsletter for public administration which should become an effective tool for communication between DGAEP and the various departments of public administration and its civil servants.

The newsletter shall be disseminated via e-mail to all civil servants and other subscribers and will promote institutional and individual collaboration.

➔ **July**

Ministry of Finance and Public Administration

M173

2nd STAGE OF APA'S DOCUMENT MANAGEMENT SYSTEM

To extend to all the departments of the Portuguese Environmental Agency (*Agência Portuguesa do Ambiente,* APA) the document management system that was developed in 2008 and is increasingly being used to process all internal documents electronically, thus improving the quality of the services provided to citizens and businesses.

➔ **October**

Ministry of Environment, Territorial Planning and Regional Development

M174

COLLABORATIVE PLATFORM FOR SUPPLIERS OF UNIVERSITY OF BEIRA INTERIOR

Developing a collaborative platform that will allow the various departments of University of Beira Interior to deal with their suppliers electronically. More specifically, the platform will enable the exchange of e-mails and documents in electronic format; checking current accounts with suppliers, prices, forms for payments and deadlines for payment.

➔ **December**

University of Beira Interior

M175

USE OF DIGITAL SIGNATURES/CITIZEN'S CARD AT UNIVERSITY OF BEIRA INTERIOR

The implementation of this measure will generalise the use of citizen's cards and digital signatures at University of Beira Interior, namely by lecturers in their teaching duties (summaries, course notes, marking, etc.) This will reduce the use of paper significantly as well as waiting times for those requesting academic certificates based on courses passed and their respective syllabi. It will also facilitate the organisation of teaching resources/course materials for the purpose of academic assessment.

➔ **December**

University of Beira Interior

M176

ELECTRONIC INVOICING AT THE UNIVERSITY OF ÉVORA

Developing a platform that will support the issuing of electronic invoices and promote their integration with existing information management systems at the University of Évora, namely its document management, administrative and financial systems. The certification of transactions with the university will resort to Citizens' Card. The automation of procedures and the fact that documents will be processed electronically will bring about significant gains in productivity and efficiency by reducing costs and saving time.

➔ **September**

University of Évora

● MANAGEMENT OF HUMAN RESOURCES

M177

SIMPLIFIED CERTIFICATION TO ACCESS HEALTH CARE SERVICES FOR MILITARY PERSONNEL

Exempting the candidates to or holders of Healthcare Cards for Military Personnel from submitting a statement about their status to the social security services. The information is to be provided directly by the administrative services of the Air Force, thus eliminating the need for candidates and users to visit the services for such purpose.

→ **August**

Ministry of National Defence

M178

SIMPLIFIED ACCESS TO SOCIAL BENEFITS BY MILITARY PERSONNEL

Establishing a link in the Ministry of National Defence portal to a service where information on social and health services for the military will be provided and forms will be made available for submission online and offline.

→ **July**

Ministry of National Defence

M179

DIRECT ACCESS TO HEALTH CARE AND ALLOWANCES

Ensuring that the beneficiaries of health care and social services for the military under special circumstances will have their status immediately acknowledged on production of their ID cards before public and private institutions providing health care, so as to have access to the benefits to which they are entitled.

→ **November**

Ministry of National Defence; Ministry of Labour and Social Solidarity; Ministry of Finance and Public Administration; Ministry of Health

M180

AIR FORCE – ONLINE ACCESS TO INDIVIDUAL CASE FILES

Providing access through the Air Force's external and internal portals to individual case files so that they may be edited, searched and printed. Information to be included will range from personal data, wages, allowances to tax returns. The measure will also provide an institutional mechanism for submitting queries and obtaining replies on matters pertaining to the staff serving with the Air Force.

→ **September**

Ministry of National Defence

M181

STREAMLINED FAMILY ALLOWANCE

Simplifying the classification process used in GNR and PSP to determine family allowance rates. A system will be established whereby the evidence about yearly income and family structure will be obtained by exchanging relevant information with the tax authorities. This will exempt applicants from submitting copies of their tax returns every year.

Until now, between October and December of every year, copies of the tax returns would be submitted to the administrative services of GNR and PSP for the purpose of establishing the corresponding family allowance rate.

→ **July**

Ministry of Home Affairs; Ministry of Finance and Public Administration

86

M182

TO BE A CIVIL SERVANT

Creating a dedicated area for civil servants that will provide online information on rights and duties, as well as electronic forms and electronic surveys to assess satisfaction and quality. The dedicated area will also provide tools for users' open participation such as a suggestions box and other forms of informal contact. The link to this area will be via the portal of the Directorate-General for Administration and State Employment (*Direcção-Geral da Administração e do Emprego Público*).

➔ **August**

Ministry of Finance and Public Administration

M183

ELECTRONIC PAY SLIP

To promote the remittance by e-mail of electronic pay slips to those working in services under the direct management of the State, thus eliminating the costs of printing and postage. The development of this measure will begin with a pilot project involving 20,000 civil servants that will run until September 2009. It is estimated that by the end of the current year, all entities using the human resources management system will be ready to use the electronic pay slip system.

➔ **September**

Ministry of Finance and Public Administration; all Ministries

M184

STANDARDISED ID CARDS FOR CIVIL SERVANTS

Standardising and simplifying the information contained in the ID cards of civil servants and agents of public administration with a view to making their identification easier and eliminating the large number of different cards and models currently in use.

➔ **December**

Presidency of the Council of Ministers; Ministry of Finance and Public Administration

M185

HEALTH CARE SERVICES ONLINE

This measure will lead to the development of a web-based system that should allow the entities processing wages and payments in public administration to record and send to the Health care Services of GNR and PSP any deductions made to their staff's pay for the purpose of calculating allowances and subsidies to which they may be entitled. At present, thousands of e-mails, faxes and paper-based circular-letters are sent every month to the health care services of the security forces to inform the latter about mandatory deductions and corresponding bank transfers. With the new system, the procedure will be managed electronically.

➔ **August**

Ministry of Home Affairs

M186

POLYTECHNIC INSTITUTE OF PORTALEGRE ONLINE – NEW SERVICES FOR STAFF

Making available online the individual case files of 60 lecturers.

The new document management software will provide access to all the relevant information without the need to peruse their physical support. Besides, the software will allow the information to be quickly and constantly updated and all administrative units will have access to it in real time.

➔ **December**

Polytechnic Institute of Portalegre

● BUDGETARY MANAGEMENT

M187
CREDIT RELEASE REQUESTS ONLINE

Making available to organs of central administration a form for credit release requests on the web site of the Directorate-General for the Budget (*Direcção-Geral do Orçamento*).

M188
MODERNISING SAMA

Developing an information system that will enable a series of procedures to be processed electronically, viz. the applications to the System supporting Administrative Modernisation (*Sistema de Apoios à Modernização Administrativa*, SAMA/QREN), procurement, implementation and monitoring of the projects using electronic authentication means, namely the qualified electronic signature included in the Citizen's Card.

The information system shall be implemented and shall guarantee the interoperability with the information system of the Operational Programme for Factors of Competitiveness (*Programa Operacional Factores de Competitividade*).

M189
HEALTH CARE PLATFORM

Providing a "health care area" on the GNR and PSP websites that may be used by external entities to submit invoices and other relevant documents, thus simplifying the procedure and reducing the costs associated to the validation of the documents. The measure will represent an important structural change in the way the services relate to their suppliers.

A key element in the process will be the possibility for all hospitals, pharmacies and entities in the health care sector, whether they have agreements with the central administration or not, of submitting their documents over the web.

With the establishment of this platform, the submission and validation of documents will be carried out electronically. This will avoid wrong or unclear documents from being submitted, as well as allowing for a speedy inclusion of all the validated information into existing information systems.

The simplification will reduce the time required for the validation of the documents and will bring about significant improvements for suppliers in payment procedures, as well as reduce the number of staff required to perform such operations

In 2009, a pilot project involving this platform will be launched.

➔ **June**

Ministry of Finance and Public Administration

➔ **June**

Presidency of the Council of Ministers; Ministry of Labour and Social Solidarity; Ministry of Finance and Public Administration; Ministry of Justice; Ministry of Economy and Innovation

➔ **August**

Ministry of Home Affairs

● INNOVATION AND SHARING OF KNOWLEDGE

M190	M191	M192
COMMON KNOWLEDGE NETWORK 2.0	**DISTANCE LEARNING ABOUT SCIENCE AND GEOGRAPHICAL INFORMATION**	**ICT NETWORK**

M190 — COMMON KNOWLEDGE NETWORK 2.0

This measure is aimed at strengthening the collaborative work of the Common Knowledge Network (*Rede Comum do Conhecimento*), which is essential for the pursuit of the key objectives of the network and the implementation of two pilots:

a) Creation of a wiki (collaborative software enabling the joint editing of documents and using a system that does not require the review of the contents before publication) in the field of information and communications technologies (ICT) with about 50 users from various public entities;

b) Establishment of «Espaço Administração Pública» (public administration space), a community with a facebook environment for the staff in public administration (contacts, exchange of experiences, interest etc

M191 — DISTANCE LEARNING ABOUT SCIENCE AND GEOGRAPHICAL INFORMATION

This measure is aimed at implementing an e-learning platform for training and/or awareness-raising about the activities undertaken by the Portuguese Geographical Institute (*Instituto Geográfico Português*, IGP) in the pursuit of its mission.

The method will be implemented throughout the year by means of training initiatives on metadata for geographical information, fire risks carthography and web-base map services. It will be an important pillar to support the coordination and the development of the National Geographical Information System in the framework of the INSPIRE directive which is aimed at establishing a spatial information infrastructure in Europe.

The platform will also play an important role in promoting research into the sciences and technologies of geographical information.

M192 — ICT NETWORK

This measured is aimed at implementing an inter-ministerial network for information and communications technologies (ICT) governance in public administration.

The network shall submit proposals regarding guidelines and standards for information interoperability, electronic identification and integration.

→ **December**

Presidency of the Council of Ministers

→ **November**

Ministry of the Environment, Territorial Planning and Regional Development; Ministry of Public Works, Transportation and Communications; Ministry of Finance and Public Administration; Ministry of Education; Ministry of National Defence; Ministry of Science, Technology and Higher Education; Ministry of Agriculture, Rural Development and Fisheries – Ministry of Home Affairs

→ **September**

Presidency of the Council of Ministers; all Ministries

M193

GUIDE TO PLANNING CONTRACTS FORESEEN IN THE REGULATORY FRAMEWORK FOR TERRITORY MANAGEMENT TOOLS)

This measure will lead to the drafting and publication of a guide to promote best practices in the procurement of services for territorial and urban planning. This guide should support the key public and private actors in conducting such processes of territorial management. The starting point will be a systematic compilation and assessment of the experiences in services' procurement that emerged following the adoption of the notion of "planning contracts" in 2007 (Decree-Law no. 380/99 of 22 of September republished as Decree-Law no. 316/2007of 19 of September).

The measure will also involve the organisation of workshops to publicize the guide. Such initiatives will be geared towards local councilors, public and private companies and territorial and urban planners.

➔ **December**

Ministry of the Environment, Territorial Planning and Regional Development

M194

GUIDE ON EXPROPRIATIONS AND EASEMENTS

Assisting applicants in preparing their requests for declarations of public interest related to expropriations and easements. The purpose of the measure is also to contribute to a standardisation of procedures by publishing a guide on the processing of such requests which the Ministry for the Environment, Territorial Planning and Regional Development (*Ministério do Ambiente, do Ordenamento do Território e do Desenvolvimento Regional*, MAOTDR) has the power to issue

Another goal is to run training programmes on the technical, legal, procedural and other aspects of the legislation that is applicable in the case of declarations of expropriations and easements in the public interest by MAOTDR, based on the Guide.

The measure is also aimed at establishing a collaborative platform in the Territorial Planning Portal (*Portal do Ordenamento do Território*) that will assist in the processing of requests. Such a platform will include explanatory texts, blueprints for requests and applications and instructions on how to fill forms as well as the possibility to monitor the processing of the requests.

➔ **December**

Ministry of the Environment, Territorial Planning and Regional Development

M195

RJUE – HANDBOOK OF PROCEDURES

Producing a handbook of procedures that may be required under the Regulatory Framework for Urban Planning and Buildings (*Regime Jurídico da Urbanização e da Edificação*, RJUE) to assist in its implementation.

➔ **June**

Presidency of the Council of Ministers

M196

TAX INFORMATION AVAILABLE ONLINE IN COURTS

This measure is aimed at providing online access to tax information in courts. The information to be made available will include the data deemed relevant for the courts' activities and pursuant to their powers, viz. information on tax returns, addresses, start and termination dates of businesses.

➜ **December**

Ministry of Finance and Public Administration – Ministry of Justice

M197

STATISTICS ON CULTURE AVAILABLE ONLINE

This measure is aimed at providing a software tool for the collection and processing of the Ministry of Culture's administrative statistics. Such tool is to be made available online and will result from collaboration between all relevant departments, services and agencies. The statistics will be posted on the website of the department responsible for strategic planning, evaluation and external relations (*Gabinete de Planeamento Estratégia, Avaliação e Relações Internacionais*, GPEARI).

➜ **September**

Ministry of Culture

M198

NETWORK OF HUMAN RESOURCES AND EMPLOYMENT IN THE PUBLIC SECTOR

This measure is aimed at establishing and operating an interministerial network of focal points in participating Secretariats-General and the Directorate-General for Public Administration and Employment (*Direcção-geral da Administração e do Emprego Público*, DGAEP), who shall exchange relevant information through secure communication links. The measure has the following goals

1. To oversee and evaluate the implementation of public administration policies on human resources and employment, namely with regard to: a) regulatory framework for contracts, careers and pay; b) regulatory framework for recruitment; c) regulatory framework of contracts to perform public duties; d) regulatory framework for social protection; e) performance evaluation.

2. To simplify and make easier compliance with mandatory and conventional requirements regarding information provision, namely with respect to: a) Information system on the organisation of State institutions (*Sistema de Informação de Organização do Estado*, SIOE); b) Public employment database (*Bolsa de Emprego Público*, BEP); c) Performance evaluation system in public administration (*Sistema de Avaliação do Desempenho da Administração Pública*, SIADAP); d) Generation of indicators and statistics on human resources in public administration.

3. To ensure a swift response to requests coming from the various services and staff and the sharing of information, knowledge and best practices.

➜ **September**

Ministry of Finance and Public Administration – Presidency of the Council of Ministers

M199

STANDARDISING PROCEDURES AT THE AUTHORITY FOR WORKING CONDITIONS

This measure is aimed at standardising administrative procedures at the Authority for Working Conditions (*Autoridade para as Condições no Trabalho*, ACT). The following initiatives will be implemented:

(i) To make available downloadable forms for the mandatory communications to ACT pursuant to the new Labour Code; such forms shall be disseminated throughout all deconcentrated services; (ii) to make available through the ACT's intranet all circular-letters and other guidelines; (iii) to create collaborative areas within the ACT's intranet; (iv) to disseminate relevant information to support and standardise inspections.

➜ **December**

Ministry of Labour and Social Solidarity

● ASSESSMENT

MONITORING OF THE REGULATORY FRAMEWORK FOR URBAN PLANNING AND BUILDINGS

To monitor the electronic and online processing of prior assessment procedures undertaken by local authorities and external bodies of central administration upon whom it is incumbent to issue opinions on matters of urban planning.

Monitoring will help identify the local authorities and entities that have not switched to electronic processing of their procedures and will make possible the online submission and transmission of relevant data through the existing IT network.

➔ **June**

Presidency of the Council of Ministers