

Programa

SIMPLEX+

2016



THE SIMPLEX PROGRAMME: MAIN OBJECTIVES

The main objective of the SIMPLEX programme is to ensure that Public Administration provides **prompt and effective responses to the needs of people and businesses**. It is an objective that underpins the whole legislative and administrative simplification process.

This effort must improve **people's trust** in public services and public servants, by facilitating their daily lives and making easier for them to exercise their rights and fulfil their obligations.

It must enable **companies to obtain licenses and permits more quickly and to comply with other obligations** that are necessary to their business - or exempt them from procedures that have proven to be pointless.

It must **rationalise Public Administration itself and make it more efficient**, by increasing the sharing of resources and information between public departments share and their collaboration on cross-cutting issues.

And it must **boost Portugal's competitiveness**, by reducing the context-related costs of engaging in an economic activity.

Different approaches and solutions have been adopted to achieve the objectives of simplification such as:

- Promoting better and smart regulation ;
- Establishing alternative communication channels for certain stages of administrative procedures (e.g. obtaining information, submitting documents, checking the status of an application; payments);
- Providing handbooks and guidelines for procedures carried out online ;
- Establishing single points of contact;

- Segmenting procedures according to the risk or complexity of its various stages ;
- Processing specific stages of or completing a whole procedure electronically;
- Eliminating duplication of information requests and checks.

Thus, SIMPLEX combines in a single programme the objectives of better and smart regulation; reducing the administrative burden; cutting red tape; and measures typically associated to the promotion of e-Government. Making use of the transformative potential of ICTs to promote simplification has been an important tool in many of the measures of the SIMPLEX programme.

SIMPLEX: PERCEIVED BY CITIZENS AS A PRESTIGIOUS BRAND SINCE 2006

The SIMPLEX programme was launched in 2006, in the context of a strategy aimed at modernising public administration and involving all services both at central and local level.

Between 2006-2011, more than 1000 measures of administrative and legislative simplification and e-Government were successfully implemented. They had a very positive impact on the lives of citizens and businesses and reduced administrative costs. The execution rate of the programme was always in excess of 80%.

Some of the programme's measures were singled out and obtained international awards, both from the UN and the European Commission.

The outcomes of the programme and the positive perceptions that it generated among citizens and businesses (which were assessed independently

using different methodologies) turned SIMPLEX into a brand that is recognized by citizens and is associated to positive changes and to cutting red tape in public services. This was also acknowledged in a OECD report (OECD (2008), Making life easy for citizens and businesses in Portugal - Administrative Simplification and e-Government)

SIMPLEX +

Ten years later, SIMPLEX is back. The programme has retained its original feature of a single national programme of a cross-cutting nature, covering all the domains where the State is actively present. It has also preserved its common approach to the various aspects of simplification, but it addresses new challenges in a new era.

It is a MORE (+) PARTICIPATORY, CO-PRODUCED AND INNOVATIVE SIMPLEX.

In the SIMPLEX+ programme, the needs of users of public services are the first and key criterion to identify priority areas for action and the most appropriate simplification measures. Hence, people and businesses were consulted during the design of the programme and will be consulted during its implementation wherever they live, work and carry out their economic activities.

THE SIMPLEX TOUR: GETTING CLOSER TO & ENGAGING PEOPLE AND BUSINESSES

The SIMPLEX Tour (Volta SIMPLEX) is a feature of the new SIMPLEX+ programme. A SIMPLEX team criss-crossed the country, both mainland Portugal and the Autonomous Regions, and organized open events to collect the views of citizens and businesses. That is how cross-cutting issues affecting

the country as a whole and particular issues affecting specific regions were identified.

Four months later, having covered 10,000 kms, consulted 2,000 people and collected 1,400 contributions, a national simplification programme will be presented with measures likely to have a real impact on the lives of its recipients.

While the SIMPLEX Tour was an important initiative, the preparatory work to design the SIMPLEX 2016 programme was a far more comprehensive endeavour.

OTHER CHANNELS FOR PARTICIPATION

Many meetings were arranged with business confederations and associations and with local authorities which identified several measures for simplification and modernisation.

Another relevant form of participation was the SIMPLEX website which had an open channel for communication and submission of suggestions and ideas. Participation and hearings were also promoted within the State. Staff working in central administration were invited to submit their suggestions to SIMPLEX+. Many took up the challenge and put forward ideas and suggestions.

STARTUP SIMPLEX: STIMULATING INNOVATION

The SIMPLEX programme was also an opportunity to stimulate innovation and to invite innovators to look at central administration. With that in mind, a 'Startup Simplex' competition was launched this year.

'Startup Simplex' is a competition aimed at rewarding innovative ideas for products and services that will simplify the interactions of citizens and

businesses with public services. Its main goal is to integrate innovative ideas in public administration and to raise awareness among national entrepreneurs for the public sector as an area of interest for the development of new ideas for services and products.

In 2016, 196 applications were submitted to the 'Startup Simplex' competition with ideas to simplify services and processes in various areas of public administration. A jury selected 10 ideas for live pitch presentations. Eventually, the following ideas were selected as winners of the competition:

- pOw | Pay the State

pOw is a digital purse that replaces cash payments. 'Pay the State' is a feature of pOw that allows any person to be informed via a mobile phone application about payments, fines and invoices due and to pay them straight away, or to schedule their payment, or to generate a warning message. It reduces by 75% the administrative cost of the procedure. It is free, easy and can be used immediately.

- FIRERISK App

The FIRERISK App brings together in a single platform publicly-available data from different public authorities on wildfires. Its value proposition is related to risk-management, environment, sustainability and citizens' participation. FIRERISK is an innovative and exclusive application in Portugal aimed at bringing about a paradigm shift in what relates to the involvement of citizens in the mitigation of wildfires.

- FAARM

An integration solution allowing bovine traceability devices to communicate directly and in real time with the national animal information and registration system (*Sistema Nacional de Informação e Registo Animal, SNIRA*). This will allow holdings keeping bovines to save up to 36€ per year, per head in

services. It will also allow public administration to save in sanitary controls contracts and in administrative costs associated to the loss of paperwork in the current system.

These three proposals will be included in the SIMPLEX+ 2016 programme.

THE SIMPLEX NETWORK: COLLABORATIVE WORK

The design and final selection of the measures to be included in the SIMPLEX programme is a collaborative effort involving all the Ministries under the coordination of the Presidency of the Council of Ministers and its members.

There is a network of SIMPLEX focal points made up of representatives from all the Ministries. Over several months, these representatives were actively engaged in seeking solutions to the issues identified by citizens within each ministry, by collaborating with various departments, other levels (regional and local) of administration or with entities from other sectors.

THE SIMPLEX+ 2016 PROGRAMME

The SIMPLEX programme includes measures aimed at legislative and administrative simplification that will contribute to improve the quality of the services provided, with a special focus on the interactions between public administration and citizens and businesses and taking into consideration the issues identified in the participatory process described above.

The SIMPLEX+ 2016 programme includes measures aimed at facilitating the fulfilment of tax and social security obligations, reducing redundancies and eliminating the need to fill in statements or supply unnecessary information; measures aimed at integrating and centralising databases, portals and information in general, thus reducing the existing administrative burden; measures aimed at simplifying licensing procedures and the commencement

of economic activities; measures aimed at facilitating the issuance and life-cycle of personal documents and certificates; measures aimed at modernising the provision of essential public services, thus promoting the efficiency and effectiveness of public administration and improving the working conditions of civil servants.

Noteworthy in the programme are those measures that resulted from a collaboration between several Ministries, such as the Driving Licence+ (Carta de Condução+) or Always Valid Documents (Documentos Sempre Válidos), as well as measures requiring a collaboration between different levels of administration, such as Mobile Early Voting (Voto Antecipado em Mobilidade) that combines central administration services with those of the Autonomous Region of Azores, or the Entrepreneur's Counter+ (Balcão do Empreendedor+) and the Public Property Portal (Portal do Imobiliário Público), which associate central and local administration services.

Finally, the SIMPLEX programme takes the drive towards simplification beyond the boundaries of public services by including measures such as the Passing Away Facility (Espaço Óbito) or the Simpler Opening of a Bank Account (Abertura de Conta Bancária+ Simples) that require a collaboration between the public and private sectors.

PUTTING THE PROGRAMME INTO PRACTICE – TRANSPARENCY AND ACCOUNTABILITY

The implementation of the SIMPLEX+ 2016 programme will be continuously coordinated and monitored through cross-cutting mechanisms involving the whole Government and procedures involving citizens and businesses in the assessment of the impact of the various measures.

The Minister of the Presidency of the Council of Ministers and of Administrative Modernisation will be tasked with the overall coordination of the programme; the Assistant Secretary of State for Administrative Modernisation, with technical support provided by the Agency for Administrative Modernisation (Agência para a Modernização Administrativa I.P., AMA), will be in charge of the design, management and monitoring of the programme. The specific measures will be implemented and executed by the Ministries responsible for them.

The implementation of SIMPLEX+ will be monitored at different levels.

Within the Government, the monitoring will be carried out by the 'network of SIMPLEX focal points' that is made up of representatives from the various Ministries. This network played a key role in the design of the SIMPLEX+ 2016 programme and will now focus on the monitoring of the implementation of the measures included in the programme.

Mechanisms allowing for an interaction with businesses and citizens will also be developed, building on the experience gained with the SIMPLEX Tour. The aim is to gauge their perceptions about the changes taking place and to assess the impact of the SIMPLEX measures on the lives of people and on the activities of businesses.

Data collected in these exercises will be disclosed regularly, together with information on the execution of the programme.



THE SIMPLEX+ 2016 PROGRAMME: HIGHLIGHTS

The SIMPLEX+ 2016 programme includes 255 measures and contributions from all Government departments.

By way of example, the following measures are listed below:



To be born a Citizen with a family doctor and better informed parents (*Nascer Cidadão com médico de família e mães e pais mais informados*)

Newborns will have their ID cards issued in the hospitals where they are born. Parents will be provided with an information kit with relevant information about their rights and duties, including *inter alia*: early childhood vaccination programmes (Health), welfare benefits (Social Security), employment rights/parental leave (Labour), changes to their income tax returns (Finance).

At birth, a family doctor will be assigned to the newborn and his/her health and vaccination booklets (*boletins de saúde e de vacinas*) will be issued in electronic format.

Deadline: 1st quarter of 2017 and 4th quarter of 2016

Lead Ministries: Ministry of Justice and Ministry of Health



Documents Always at Hand (*Documentos Sempre à Mão*)

An Online Portfolio (*Bolsa de Documentos Online*) will be created to store, access and to make accessible to others electronic or digital documents of citizens and businesses.

The Online Portfolio will act as a central repository, ensuring the secure provision of documents, their certification as well as notifying their users about the status of and changes to the documents. The

development of this application will facilitate the interaction of citizens and economic operators with public administration.

Deadline: 4th quarter of 2016

Lead Ministries: Presidency of the Council of Ministers and Administrative Modernisation



School 360° (Escola 360°)

A platform will be created that will integrate in a single location the case files of pre-school, basic and secondary education pupils, namely their enrolment, renewal and transfer documentation; class management; attendance records; grades; certificates; notices served to parents or guardians concerning absences and grades; summaries of lectures; schedule of examinations.

Deadline: 3rd quarter of 2016

Lead Ministry: Ministry of Education



Automatic Income Tax Returns (IRS Automático)

Taxpayers whose income derives only from employed work will no longer have to submit their income tax returns (declaração de IRS). The measure will be gradually applied to Class A taxpayers, retirees and pensioners and Class H taxpayers. Tax or refunds due will be estimated on the basis of information already available to the Tax Authorities, without prejudice to the possibility of appealing such decisions.

Deadline: 1st quarter of 2017

Lead Ministry: Ministry of Finance

Single Environmental Certificate (*Título Único Ambiental*)



A Single Environmental Certificate (Título Único Ambiental, TUA) will be established, bringing together 11 different legal frameworks and their corresponding procedures. It will result in a single procedure, generating a single certificate and the payment of a single levy. Applicants will submit all the necessary data only once over the internet. All subsequent procedures will be integrated and the applicants' economic activities will be geo-referenced in a single database compatible with official cartographic data. Such environmental procedures will be integrated in the Entrepreneur's Counter (Balcão do Empreendedor) and in the system of the relevant industrial sector and a single environmental certificate will eventually be issued together with a statement on the commencement of operations.

Deadline: 1st quarter of 2017

Lead Ministry: Ministry of the Environment



Driving Licence on Wheels (*Carta sobre Rodas*)

The issuing and renewal of driving licences will be simplified and turned into a paperless procedure.

The information pertaining to driving licences will be added to the data stored in citizens' ID cards (*Cartão de Cidadão*). Thus, changes in addresses and biometric data will be collected only once. Electronic medical certificates will be issued and transmitted directly by GPs to the Institute for Transportation and Mobility (*Instituto dos Transportes e Mobilidade*) and cases of unfitness will be recorded automatically.

Driving licences will have their validity extended from 10 to 15 years and the address will be removed from the cover of the document, thus significantly reducing the number of requests for amendments and renewals.

To improve the quality of the service provided, to shorten waiting times and to reduce the number of displacements to physical counters, the network of

services dealing with driving licences will be extended. The service will be available in notaries' and registrars' offices and an alert mechanism will be implemented to inform citizens about the issuance of their driving licences. Quality indicators will be provided to the public, namely on the average time required to obtain a driving licence.

Deadline: 1st quarter of 2017

Lead Ministries: Ministry of Planning and Infrastructures, together with the Presidency of the Council of Ministers and Administrative Modernisation, Ministries of Justice, Health and Home Affairs.



Mobile Early Voting (*Voto Antecipado em Mobilidade*)

The possibility of exercising one's voting right early and anywhere will be extended and facilitated. The measure will be piloted together with the Regional Government of Azores in the 2016 elections for the Regional Parliament of Azores.

Deadline: 4th quarter of 2016

Lead Ministry: Ministry of Home Affairs together with the Autonomous Region of Azores



Direct Payment of Taxes (*Pagamentos de Impostos Direto*)

It will soon be possible to pay taxes by direct debit, thus simplifying procedures and reducing the tasks required and time spent by citizens and businesses to fulfil their taxpayers' obligations.

Deadline: 4th quarter of 2016

Lead Ministry: Ministry of Finance



Always Valid Documents (*Documentos Sempre Válidos*)

To avoid personal documents from expiring, citizens and business will be able to subscribe to a system that will alert them by text messages and emails about the date of expiry of their documents, namely their ID cards (*Cartão de Cidadão*), driving licences, passports, permanent certificates, business name admissibility certificates, etc.

Deadline: 1st quarter of 2017

Lead Ministries: Presidency of the Council of Ministers and Administrative Modernisation, together with the Ministries of Education, Justice, Planning and Infrastructures.



Online Criminal Records (*Registo Criminal Online*)

A platform will be created that will allow individuals and members of the legal profession to request online certificates extracted from criminal records (*certidão do registo criminal*). Those certificates from criminal records will become permanent online certificates and will have a unique code associated them, allowing any entity to access them upon permission of its holder, for a given period of time.

Deadline: 2nd quarter of 2016

Lead Ministry: Ministry of Justice



Citizens' Facility, Paris Consulate (*Espaço Cidadão no Consulado Paris*)

A Citizens' Facility will be established in the Paris Consulate. It will be a pilot project aimed at providing key public services closer to Portuguese citizens living abroad. Services will include requests for a European Health Insurance Card; access to the web-based Social Security application (*Segurança Social Direta*); and payment of the Municipal Property Tax (*Imposto Municipal sobre Imóveis, IMI*).

Deadline: June 2016

Lead Ministries: Ministry of Foreign Affairs, together with the Presidency of the Council of Ministers and Administrative Modernisation



Passing Away Facility (*Espaço Óbito*)

The Passing Away Facility (*Espaço Óbito*) will be developed as a pilot aimed at bringing together in one facility a range of services involving various public and private entities that are required when a relative passes away. The 'Passing Away Facility' is an integrated service that will be provided by the Ministry of Justice network of services.

Deadline: 2nd quarter of 2017

Lead Ministries: Ministry of Justice, together with the Ministries of Finance and Labour, Solidarity and Social Security as well as other public or private entities deemed relevant.



Simpler Aquaculture (*Aquicultura +simples*)

The administrative procedures associated to the accession to aquaculture activities will be simplified and streamlined, namely by reducing legal deadlines for the licensing of aquaculture facilities and the number of licences required.

Deadline: 2nd quarter of 2016

Lead Ministry: Ministry of the Sea



Payroll Statements to Interactive Social Security (*Declaração de Remunerações para a Segurança Social Interativa*)

The Monthly Payroll Statements (*Declaração Mensal de Remunerações*, DMR) that companies have to submit to Social Security will be simplified. New functionalities will be made available for DMR on the Direct Social Security (*Segurança Social Direta*) portal, including: online validation of monthly statements, allowing companies to submit pre-filled DMR forms, access and replace them; a messaging service facilitating communication between Social Security, citizens and businesses; a calendar with relevant dates for taxpayers and beneficiaries.

Additionally, a platform will be created for the secure exchange of information between Social Security and companies' information systems that will allow the automatic submission of DMRs without human intervention .

Deadline: 4th quarter of 2016

Lead Ministry: Ministry of Labour, Solidarity and Social Security



Tourist licenses + simple (*Licenciamentos turísticos + simples*)

Simplifying the licensing of tourist enterprises, namely through the possibility of opening after completion of the work construction, reducing the number of entities involved in the process, reduction of documents and integrated process for location of tourist developments outside urban perimeters, including Territorial Management Instruments (IGT) and urban licensing.

Deadline: 4th quarter of 2016

Lead Ministry: Ministry of Economy



Mobile Citizens' Counters (*Balcão Cidadão Móvel*)

Fifteen mobile units of the 'Citizens' Counter' type (*Balcão do Cidadão*) will be made available in the Intermunicipal Community of Beiras and Serra da Estrela for the provision of local and central administration public services, including the provision of health care and other other local services.

Deadline: 2nd quarter of 2017

Lead Ministries: Presidency of the Council of Ministers and of Administrative Modernisation, together with the Assistant Minister and the Intermunicipal Community of Beiras and Serra da Estrela

