



Making administrative procedures transparent, swift and efficient is essential to establish an enabling environment for private sector development and to strengthen good governance and the rule of law.

UNCTAD has conceived a web-based eGovernment system to help developing countries and countries in transition work towards business facilitation through transparency, simplification and automation of rules and procedures relating to enterprise creation and operation. This system can contribute to greater transparency and efficiency in the public service, improved governance and cost reductions.

The e-regulations system is implemented by UNCTAD in requesting countries. It is currently being installed in Colombia, Comoros, El Salvador, Guatemala, Mali, Morocco, Nicaragua, the Russian Federation (Moscow City), Rwanda & Viet Nam.

The procedures seen from the user's point of view

All steps clearly listed

For each step: contact data, forms & requisites, costs, duration, legal basis, complaints, etc.



- Business facilitation
- Simplification of procedures
- eGovernment
- Government 2.0

Objectives of the system

The objective of the system is four-fold:

Provide full **transparency on rules and procedures** by offering online detailed, practical and up-to-date descriptions of the steps they have to go through, seen from the user's viewpoint;

Help governments to **simplify procedures** by allowing easy identification of unnecessary steps and requirements;

Promote **good governance** by increasing the awareness of administrative rules and procedures, hence establishing the conditions for a balanced dialogue between the users of the public service and the civil servants;

Set a basis for regional/international harmonization of rules by facilitating the **exchange of good practices** among countries.

A turn-key e-government tool

The 'e-regulations' system allows Governments to present administrative procedures online in a detailed and precise way in several languages. For the time being, it is mainly used to present investment procedures but it can be applied to any administrative process.



Clearly structured procedures

Procedures are detailed step by step, from the user's point of view. For each step, the system shows what is expected at the end of the step, who are the civil servants in charge, the forms and other documents required, the cost if any, the processing time, the legal justification of the step and ways of complaints and recourse in case of disagreement. The information is certified by the entities in charge of each step.

A tool for democratic governance

Users are offered the possibility to report online incorrect information through the system, as well as suggest simplifications to the procedures or send general comments on the site. This makes eRegulations a useful interactive and participatory Gov 2.0 tool for democratic governance.

- Report incorrect information
- Propose an idea for simplification

A two-phased project

The **first phase** (4 to 6 months) is a **demonstration phase**, consisting in creating the database, i.e. collecting, organizing, registering and presenting online information relating to company creation, acquisition of real estate and of existing companies. During that phase, all activities are undertaken by UNCTAD consultants, in close co-operation with a local counterpart.

The objective of the **second phase** (9 to 18 months) is to **build the capacity** for local Governments to administer the system autonomously, update and expand the information, proactively promote it among international and local businesses and use the system as a tool for the simplification of procedures.