



# Administrative Simplification

An OMSAR Review

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# Administrative Simplification: Situational Analysis

- Today we are on the right track:
  - We have the Government express support
  - We have proven commitment from our partners
  - We have international donors' valuable support
  - We have a network of enthusiastic counterpart
  - OMSAR combines both Development and ICT
  - We have record of some achievements
  - All are elements of success but not quite



# Administrative Simplification: Government support

- Government's support thru circular no. 10/2010
    - all Ministries, Agencies, large Municipalities to:
      - create high level committee
      - Develop simplification work plan
      - Undertake simplification
    - Central Inspection to control
    - OMSAR to coordinate
    - Civil Service Board Research and Guidance to participate
- Earlier Council of Ministers decision no. 106/2004



# Administrative Simplification: Partners' Proven Commitment

- 90 percent of Administration responded in time and details:
- High level committees formed by:
  - 19 Ministries
  - 6 Public Agencies
  - 26 large Municipalities
- Simplification Work plan submitted by:
  - 3 Ministries
  - - Public Agencies
  - - large Municipalities



# Administrative Simplification: International Donors

- International Donors cognizant and willing:
  - New EU grant of € 9m promised for 2011
  - Amount is earmarked for: Simplification, Training, Strategic Planning, Procurement, Control
- Arab Fund actively engaged:
  - Funding for technical support
  - Funding E-Government



# Administrative Simplification: New EU Grant

- New EU grant € 2.3m earmarked for Simplification Activities including:
  - Review and streamline business processes and corresponding legislation
  - Establish one-stop-shops and information offices with the help of ICT
  - Provide preconditions for the delegation of power in Ministries
  - Review the current system of handling administrative complaints
  - Undertake the capacity building tasks to ensure the sustainability of the above activities



# Administrative Simplification:

## International Organisations

- International Organisations cognizant and willing:
- OECD support:
  - Organizing workshops
  - Negotiating and providing experts
  - Promoting peer reviewing
  - Promoting know-how exchange
- EU – TAIEX – SIGMA – TWINNING
  - Promoting field visits
  - Promoting short term training
  - Promoting twinning



# Administrative Simplification: OMSAR's Programmed Response

- Quick Response - Quick wins:
  - Four one-stop shops in key Ministries (Health, Tourism, Agriculture, Education)
  - Planning expert training
  - Processing incoming reports and inquiries
- Planned Response:
  - Planning to plan together : this workshop
  - Communicating for cooperation
  - Core team dedicated and involved
  - Creating ground for attracting more resources – all of the above





# Administrative Simplification: On the right track but

- We need more of the following:
  - Planning and Organizing
  - Staffing and Experts
  - Training and Program Training
  - Teamwork - we need others
  - Sustainability



# Administrative Simplification: OMSAR Competitive Advantage

- Strength: We have ICT on our side (many countries have simplification and ICT separate)
  - Strength: E-government is becoming modus Vivendi
- Some fallacies: 'Simplification by IT' does not/did not work but ICT is more that 50 percent of simplification
  - Some issues: what comes first simplification or IT? Simplification of course but not leading by far



# Administrative Simplification: Earlier Achievements - ARLA

- Review and simplification of a number of procedures
  - A package of 22 procedures (9 for Public Health and 13 for Urban Planning)
    - Plus some pilots at Finance, Customs, Education, Labor
- Capacity building of OMSAR staff, in view of long term simplification
  - A team of 5 full time and 3 part time OMSAR staff
- The Support structure for the implementation of the action plan
- Interdepartmental Task Force for Simplification and Better Regulation



# Administrative Simplification: Sample Achievement

Ministry / Procedure	Before Simplification	After Simplification	Activities
<b>Ministry of Public Health</b> - 100+ medical licenses	10 steps (The waiting time for specialists and pharmacists is one month - the remaining not specified)	5 steps 2 weeks	a one-stop shop was created and a software program developed for issuing licenses starting 2006
- Licensing of medical facilities: • Medical Laboratory • Clinic  • starting and operating a pharmacy in Beirut  • starting and operating a pharmacy outside Beirut	12 steps 12 steps 45 days waiting time  12 steps 45 day waiting time  15 steps Period of 60 days	6 Steps 4 Steps ----  5 steps ---  6 steps ---	To be handled by the one-stop shop for medical licenses following a software program that is about to be developed



# Administrative Simplification: Sample Achievement

Ministry / Procedure	Before Simplification	After Simplification	Activities
- Import of Medicines	14 steps (4 months)	13 steps	Laws have been passed to allow the import of medicines approved by the U.S. FDA without being subjected to laboratory tests, like most other countries
- dialysis	7 steps	4 steps	Hospitals are now being linked to insurance companies through an electronic network. This procedure is to be followed by the issuance of health cards for beneficiaries
- Disability support compensation	8 steps	5 steps	A ministerial decision was issued that lets requests be sent directly to the Commission's headquarters after being formerly transferred to the respective ministry and then to the Ministry of Health, thereby hindering transactions



# Administrative Simplification: Sample Achievement

Recommendations of simplification were made prior to the new law on construction issued in 2005 and which took in consideration some of these recommendations

Ministry / Procedure	Before Simplification	After Simplification	Activities
<b>Directorate General of Urban Planning</b> <ul style="list-style-type: none"><li>- Building license (construction, occupancy, repair, add a building, renew a license)</li></ul>	13 steps (21 days)	5 steps 7 days	Transaction often takes more than the deadline defined by the ministerial decree
<ul style="list-style-type: none"><li>- Transfer of property from public to private</li></ul>	120 days	4 steps	A proposal to exchange documents between departments and not through the applicant
<ul style="list-style-type: none"><li>- license to operate a classified institution</li></ul>	From 60 to 90 days	30days	A proposal to activate the role of the Health Council. Reduce the number of required documents. A proposal to merge the two processes of construction and operation licensing