

AGÊNCIA PARA A
MODERNIZAÇÃO
ADMINISTRATIVA



Agency for the Public Services Reform
OECD SEMINAR ON ONE STOP SHOPS IN HUNGARY
Plenary Session 5: Process Mapping and Simplification of
Administrative Procedures



1. How can you create synergies and co-ordinate between administrative simplification programmes and one stop shops projects?
2. What are good practices in process mapping of administrative procedures?
3. How can administrative procedures be simplified to facilitate the implementation of one stop shops?
4. How to involve citizens and business in mapping processes and simplifying procedures? What are the benefits of involving them?
5. Have transaction costs been reduced through the implementation of one stop shops?
6. What is the approach and attitude of public administration (workers, executive, officers, experts) to territorial public administration reform related to the establishment of one stop shops?

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6. Can costs be reduced through the implementation of one stop shops?
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1. How can you create synergies and co-ordinate between administrative simplification programmes and one stop shops projects?

The Simplex Programme has been the the cornerstone for better services in the OSS



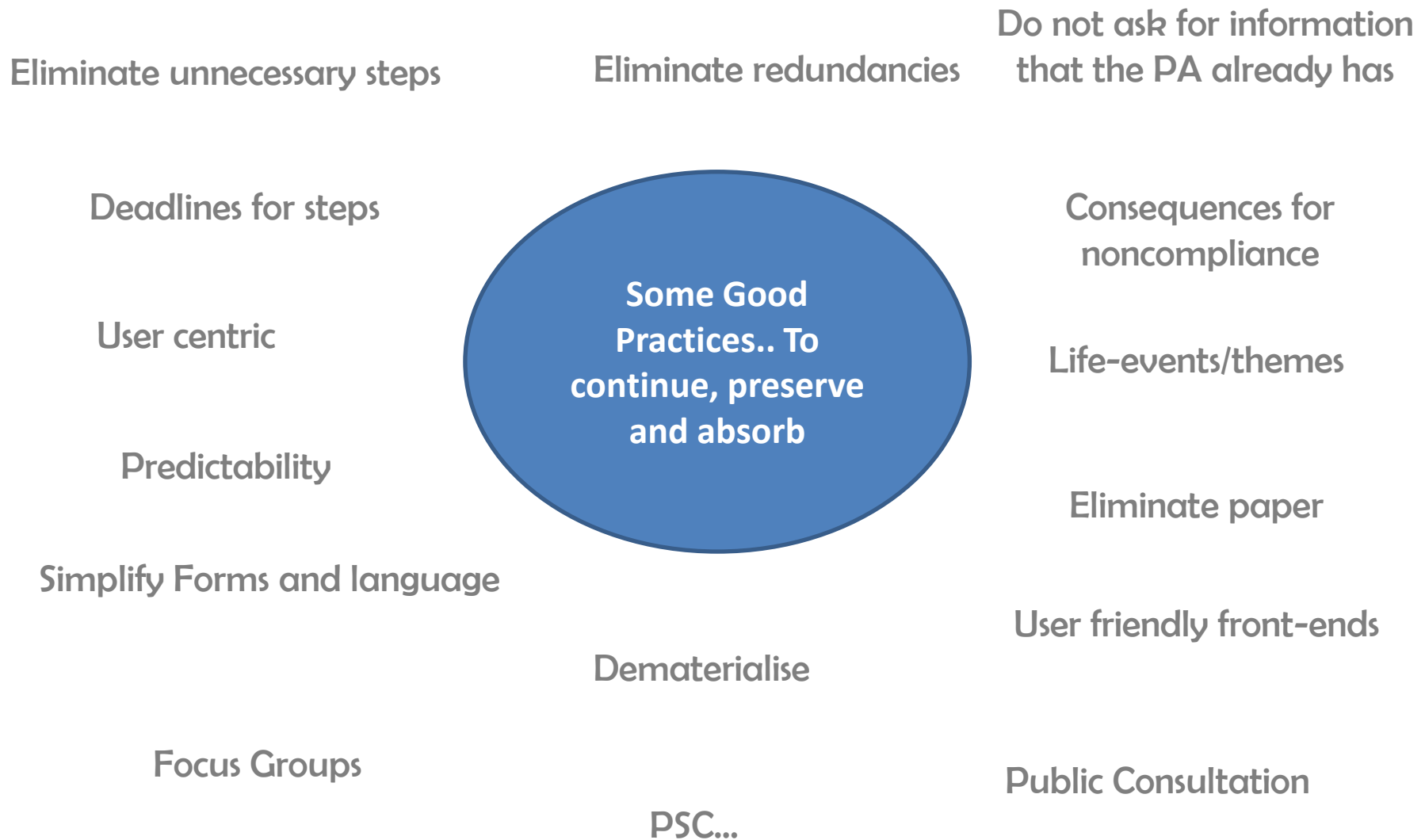
BALCÃO MULTISSERVIÇOS



BALCÃO PERDI A CARTEIRA



2. What are good practices in process mapping of administrative procedures?



3. How can administrative procedures be simplified to facilitate the implementation of one stop shops?

Deregulation

More responsibility and
accountability of the citizen
ex-ante



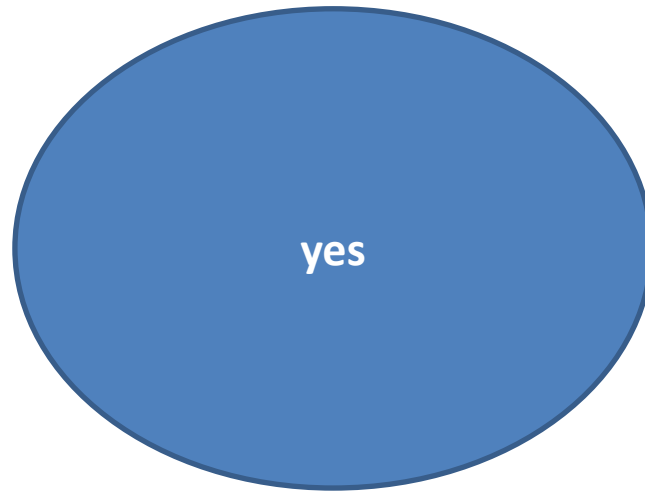
Reinforce inspections and
sanctions ex-post

Tacit approvals

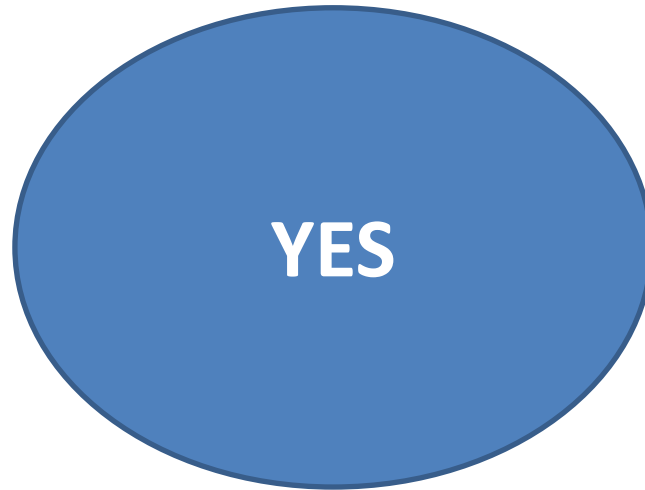
Zero Licensing



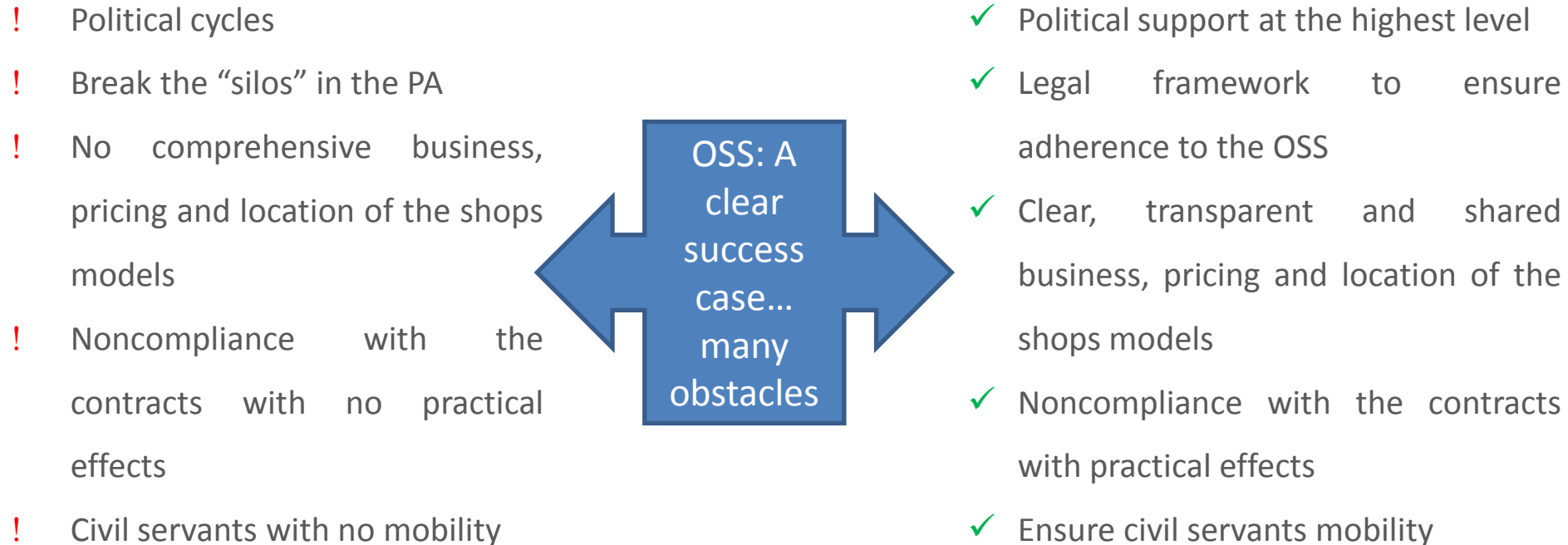
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