



Administrative Simplification in Lebanon

Imad Mansour
Business Process Reengineering Team Leader

e-Reform

Provides the ideal opportunity to **re-engineer government processes** to take advantage of technology and use **ICT as the spearhead of the reform** process.

e-Citizen

Groups together all the **services** that government currently provides to the **citizens** in Lebanon and which are candidates to be provided **electronically**

e-Business

Focuses on those government **services** that are of importance to the **Lebanese business community** and **foreign investors**. More efficient delivery of these services will assist in promoting private sector growth in Lebanon and result in national economic development.

e-Community

There is wide consensus that ICT is central to participation in the emerging **knowledge economy**, hold enormous **potential to accelerate economic growth**, promote sustainable development and **empowerment** and **reduce poverty**

- Dissemination of all **public sector information** that a citizen is entitled to access **through a number of communication channels**, the Internet, hotlines, government service centers and traditional paper based methods.
- Delivering of all **public sector services** for citizens electronically **whether for their individual use or on behalf of an establishment**, through any government office or through the Internet regardless of the geographical location of this office or the residence of the citizen. Enable citizens and business to communicate electronically with Government, including making and receiving payments but not neglecting traditional paper based methods for citizens who do not have easy access to electronic facilities.
- **Re-engineering government processes to ease conducting business with the government**, through simplifying processes, using ICT to facilitate more delegation of responsibilities away from central control, reducing the number of required approvals/signatures (and if signatures are necessary ensure that these are electronic – no paper involved).
- **Reduction to a minimum of the information and supporting documents** required of a citizen to fill out in a **public sector formality**, regardless of the means by which this formality is being submitted.
- Provision of **single points of notification** for citizens to use for informing the government of any change in personal or business information. From this point, all concerned government information systems will be updated accordingly.
- **Realization of the main government procurement processes electronically** based on a harmonized commercial coding scheme. This is to serve as the leading example for electronic commerce at the national level and hence is intended to foster its growth. Use of a standardized commercially available system across all government would speed up this process; consideration should be given to contracting a commercially available entity to provide a managed service.
- **Attainment of an intra-government electronic communication facility** (e.g. by establishing an Intra-Government Portal) for the exchange of information electronically (providing all public service employees with e-mail addresses, linking the Portal to Government Data Centers for downloading/backup of information, providing Group Software and sharing services and information; also serious consideration can be given to outsourcing Public/ Private/ Partnership to the private sector).

Standards, Policies and National Projects

Administrative Simplification Strategy and Methodology, Interoperability Framework,
Standardization of Government Forms, Government Websites Standards,
E-Government Portal

Readiness for E-Services

Readiness of Administrations for E-Services (different models of integration)

Infrastructure

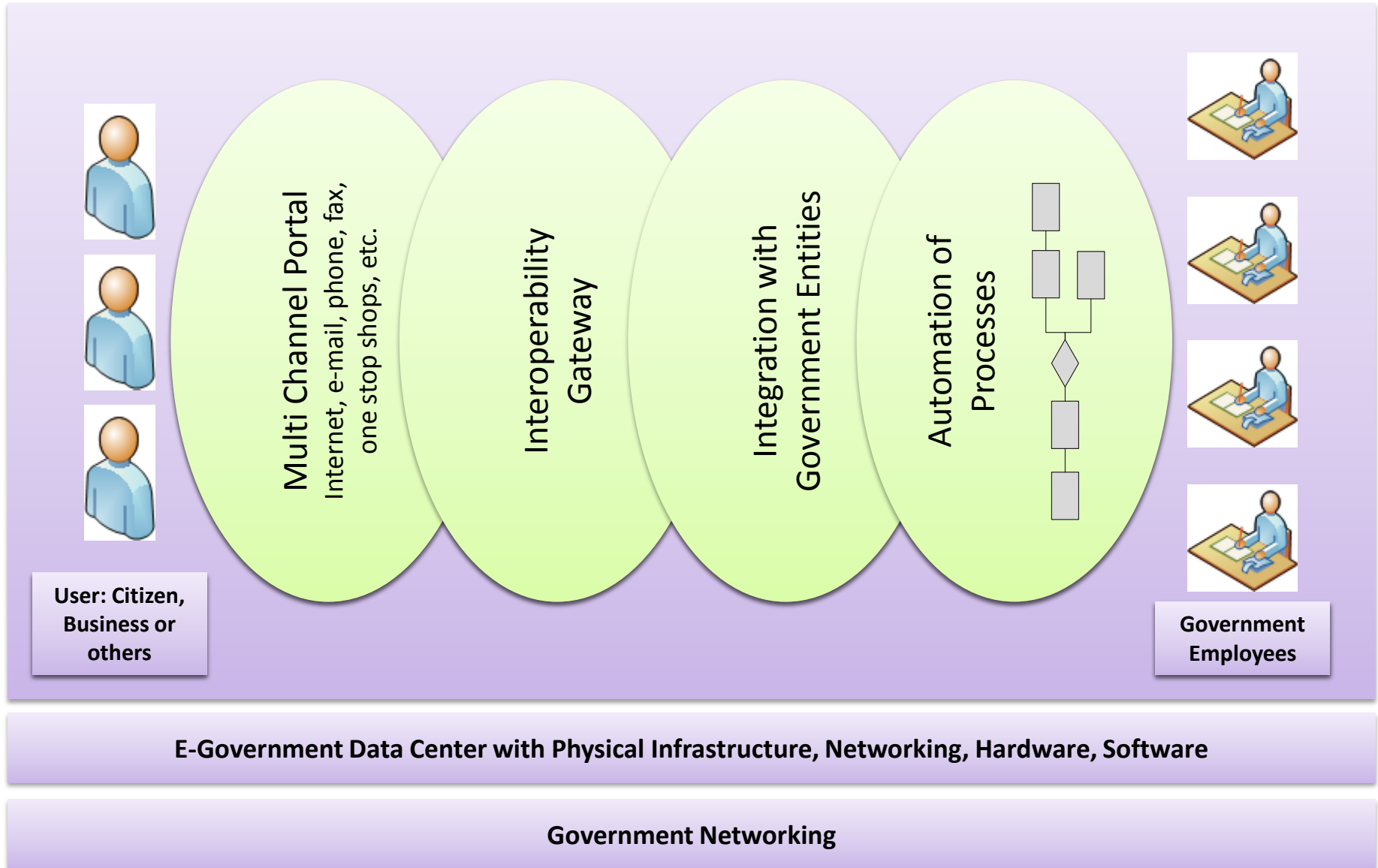
E-Government Data Center, E-Payment, Connected Government

Legal Framework

E-Transactions, ICT Units and Salary Scale, Privacy, Cyber Security, Unique ID Number

E-Government Strategy

E-Reform – E-Citizen – E-Business – E-Community



➤ National portal

- Provide a “Single-Window” or “One-Stop-Shop” model website portal that delivers comprehensive information, forms, and e-services
- Beginning of a long-term strategy to move all government services online and to a full G2C, G2G and G2B solution

– This project(E-Government Portal Phase I) comprises the following:

- Portal Design, Layout, Look and Feel based on international standards and best practices
- Migration of informs content (www.informs.gov.lb) to the portal
- Users management
- Content, E-Forms and E-Services Management
- Branding
- Maintenance and Support of the portal and any related software application
Provision, Installation and Maintenance of Hardware and Network Components

- Simplification and automation of government back office processes
 - **Streamline and simplify procedures**
 - **Automate using technologies such as:**
 - Workflow Systems
 - Document Management
 - Document and data archiving
 - **Possible enterprise framework agreement**
 - Reduce the cost spent on separate systems across the public administrations
 - Standardize the methodology of implementing WFS/DMS/Archiving systems
 - Set the foundation for well-managed interoperability infrastructure for the Lebanese e-government program

➤ Standardization

- **Government transaction Forms**

- Unify and simplify 100 forms identified in this project by the means of standardizing, merging and/or updating the respective forms
- Create interactive electronic form designs for the scoped
- Forms will be hosted on the national portal
- Plans in progress to add another 80 forms

- **Government Websites**

➤ Interoperability

- Final plans are drafted to develop and implement an e-Government Interoperability Framework (e-GIF) which supports the Lebanese Government's strategy of providing client-centric joined-up services
- e-GIF to formalize and facilitate the exchange of information between Government institutions

- The European Union undertakes to finance a “policy planning and governance program” to a maximum of 9 Million Euros
 - 2 out of the 9 Millions are allocated for Administrative Simplification

- Twinning Project Fiche(Terms of Reference) – Administrative Simplification
 - The project will contribute to improve responsiveness of the administration to the demands of the general public and business community.
 - Administrative Simplification will allow the administration to operate in a transparent, efficient, and timely manner.
 - Procedures and business processes shall be streamlined and simplified making maximum use of Information and Communications Technology (ICT) in four ministries: Ministry of Social Affairs, Ministry of Tourism, Ministry of Public Health and Ministry of Industry.

- Legislation and corresponding procedures are reviewed in terms of:
 - Simplification
 - Ease of control
 - Predictable outcomes
- Recommendations are made in terms of:
 - Legislation
 - Ministerial decisions to be issued and applied
 - Re-engineering of ICT processes
- Strategy and action plan are developed and to streamline and simplify the existing business procedures, promoting the use of ICT.
- Methodology, guidelines, manuals, templates and toolkits for administrative simplification, drafting of regulations and business process re-engineering are developed.
- Training plan

- OMSAR launched an initiative to reduce bureaucracy and modernize service delivery leading to e-government at the following four Ministries:
 - Ministry of Social Affairs
 - Ministry of Tourism
 - Ministry of Industry
 - Ministry of Public Health

- Ultimate objectives are to:
 - Map existing bottleneck processes
 - Streamline and simplify
 - Draft automation specifications
 - Automate through e-government program

- OMSAR and in collaboration with The Ministry of Tourism is working on establishing a “One Stop Shop” (OSS) at the Ministry’s front office.
 - The (OSS) aims to facilitate the licensing process for businesses in the tourism sector and to reduce red tape related to licensing
 - The (OSS) will increase efficiency by reducing the time it takes to process the required approvals
 - The (OSS) will eliminate having to refer citizens to another department or office

- MENA – OECD and Office of the Minister of State for Administrative Reform (OMSAR) held a Capacity Building Seminar for the Public Administration of Lebanon in Beirut between 28 and 29 of September 2010

- Objectives of the Workshop
 - Discuss Administrative Simplification strategies and good practices in MENA and OECD countries
 - Discuss ways to adapt these strategies and good practices to the context of Lebanon
 - Facilitate the implementation of the administrative simplification strategy in Lebanon
 - Deepen the knowledge about methods to coordinate regulatory quality frameworks with the use of ICT-tools

- International Practices in Administrative Simplification: The Design and Implementation of Simplification Programmes
- Creating Regulatory Quality Frameworks: The Characteristics of a Regulatory Quality Initiative
- The Experience of the Private Sector with Government Regulations and the Lebanese Initiatives
- Measuring Administrative Burden: Tools and Techniques
- Integrating ICT tools into the Administrative Simplification Programme

- IFC, a member of the World Bank Group, launched a project in collaboration with the Ministry of Tourism (MoT) and OMSAR to identify of the main (high cost) constraints, bottlenecks and barriers to the Tourism Sector investors, which they face in their course of obtaining/ renewing their business licenses.

- Objectives of the project are to:
 - Identify the most burdensome licensing processes
 - Develop detailed process flow for the selected licenses
 - Assess the organizational structure, functions, paper workflow and job descriptions for the Ministry of Tourism's OSS.
 - Recommend Administrative Simplification measures

- Government's support through 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

Ref: Earlier Council of Ministers decision no. 106/2004

THANK YOU