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PUMA/REG/A(2001)2/FINAL



Organisation de Coopération et de Développement Economiques
Organisation for Economic Co-operation and Development

08-Oct-2001

English - Or. English

**PUBLIC MANAGEMENT SERVICE
PUBLIC MANAGEMENT COMMITTEE**

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FINAL ANNOTATED AGENDA

**Administrative Simplification - Best Practices in OECD Countries
Expert Seminar**

OECD Headquarters, Paris, 18-19 October 2001

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JT00114098

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FINAL ANNOTATED AGENDA

Thursday, 18 October 2001

9:15 – 9:30 *Coffee and croissants outside the meeting room*

9:30 – 10:00 **Welcome and Opening Remarks by the Secretariat**

10:00 – 11:15 **Use of “One-Stop Shops” and “Single Windows”**

One-stop-shops can reduce transaction costs and improve compliance with administrative regulations. Advances in information technology have made it feasible to create electronic one-stop-shops or “single windows” for citizens and businesses to visit to obtain information, seek permits and to undertake other transactions. This session will explore some of the promising and innovative applications of “one-stop shops” and “single windows”.

11:15 – 11:45 *Coffee break*

11:45 – 13:00 **Permit Simplification Programs – Direct Measures to Cut “Red Tape”**

Investments and business start-ups are often constrained by market entry barriers in the form of burdensome permitting and licensing procedures. Most governments have initiated programmes to reduce these costs by simplifying and streamlining, and by improving the flexibility of administrative review and responses to applications. This session will focus on experiences with and instruments to simplify notifications, permits and licensing procedures.

13:00 – 14:30 *Lunch*

14:30 – 15:45 **Use of Regulatory Alternatives to Reduce Administrative Burdens**

Alternatives to traditional command-and-control regulation are developed and implemented for various policy objectives. This session looks specifically at those regulatory alternatives that – directly or indirectly – reduce administrative burdens on businesses and citizens.

15:45 – 16:15 *Coffee break*

16:15 – 17:15 **Administrative Tools for Preventing and Addressing "Customer" Complaints**

This session will focus on administrative simplification instruments used to improve governments’ administrative processes and to facilitate businesses and citizens’ understanding of administrative requirements. It will look at the experiences with instruments such as plain language drafting, the “silence is consent” rule, time limits for administrative decision-making, and the innovative use of hotlines and "e-advisors" to receive inquiries and complaints.

17.30 *Cocktail*

Participants are welcome to attend a cocktail hosted by PUMA to be held at the OECD, the Brasserie on the 6th Floor, New Building.

Friday, 19 October 2001

9:30 – 10:45 **Methods to Estimate Administrative Burdens**

Excess government formalities and paperwork requirements are among the most common complaints from business and citizens in OECD countries. Yet systematic attempts to measure, review or approve such requirements are rare, mainly due to methodological challenges relating to definitional issues, data collection tasks and the actual measurement of burdens. This session will focus on the methodologies used to estimate administrative burdens imposed by government regulations on business and citizens.

10:45 – 11:00 *Coffee break*

11:00 – 12:15 **Institutional Drivers of Administrative Simplification**

Governments use different organisational approaches to develop and implement administrative simplification policies. This session looks at the various experiences and whether general lessons can be learned. How should administrative simplification policies relate to broader “regulatory reform” programs? What are the pros and cons of allocating programmes and policies in line ministries vs. semi-independent advisory groups and committees?; What are the pros and cons of using existing organisational structures vs. ad-hoc task forces?

12:15 – 12:45 **Concluding Remarks**

Including discussion of possible OECD Secretariat activities to disseminate and/or complement the findings of the project.

NOTES

Discussion at Meeting

For each session, 1-3 experts from Member countries will make brief introductory presentations on the topic under discussion. They will be selected on the basis of the different approaches adopted in their respective countries wherever possible. The main purpose of the presentations will be to identify cross-cutting issues and experiences of relevance for all OECD countries. The list of experts giving introductory presentations will be distributed separately. Following the introductory presentations, the floor will be opened for a general discussion among the experts.

Meeting Location

The meeting will take place at OECD Headquarters which is located at 2 rue André Pascal in the 16th arrondissement (district) of Paris. The closest metro station is “La Muette”.

Please be advised that for security reasons you will need to show your passport or national identity card in order to receive an entry pass. Please allow 10-15 minutes to finish these security formalities.

Documentation

The OECD Secretariat will provide draft reports on Administrative Simplification practices in Australia, France, Mexico, the Netherlands, South Korea, the United Kingdom and the United States, together with a draft report comparing these countries’ practices. These reports will be distributed separately prior to the meeting.

Delegates are encouraged to provide any national documentation or reports on administrative simplification practices and policies in their respective countries for distribution at the meeting. To be distributed at the meeting such documentation should be with the Secretariat no later than Monday 15 October 2001.

Hotel Reservations

We advise making hotel reservations as soon as possible as a number of special events are scheduled to take place in Paris during this time period.