The Dutch Experience on bureaucratic simplification

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History 2002 – 2010 (1)

Context
- Cabinet Balkenende II included a AB reduction target in the coalition agreement of 25%
- An AB program for companies already in place since 2000

First AB program for citizens
- Start up in 2003
- 25% reduction target for citizens
- Focus on targets groups (handicapped, elderly, benefit claimants)
- Single focus on AB using SCM for citizens:
  Administrative burdens are the costs (time and out of pockets costs of citizens to comply with information obligations from legislation
History 2002 – 2010 (2)

Second AB program for citizens

- Start up in 2007 (Balkenende IV)
- Finish 25% reduction target for citizens
- New 25% reduction target for citizens (and companies) for local governments
- New: Top 10 bottlenecks for noticeable results
- New: Professionals in the public sector as target group
- New: Complaints office

Focus on: bottlenecks, AB and services
Lessons learned (1)

- It is possible to reduce AB for citizens (30% reduction reached)
- Compensation rule and “watchdog” Actal works after a few years
- AB for citizens is not completely the same as AB for companies
- It is difficult to tackle AB mechanism’s, e.g.:
  - Legislation to achieve political goals
  - Legislation and control reflex
Lessons learned (2)

- It is difficult to get noticeable results, e.g.:
  - Perception of ICT
  - Public vs Private services
  - Transparency
  - Influence of government professional
  - Other organization provide regulatory burden
  - Limitations because of SCM approach

- There is an evaluation AB discussion over time:
  - “Smaller” government
  - More “space” for citizenship
  - Budget cuts
  - Function of the SCM approach
  - Regulatory burden approach
3th program on AB reduction

- Start up in end of 2010

- 5% a year target after 2012

- Regulatory burden approach for more noticeable results (citizens satisfaction)

- Approach based upon three pillars:
  1. Simplification of regulation (less rules, better rules)
  2. Better interaction between citizens and government
  3. Alliances with local government and other organizations
Simplification of regulation

*Target: 5% less AB a year*

- Less rules and better rules e.g.:
  - Less permits
  - Less rules for building
  - Environment rules
  - Passport 10 years valid

- Use of e-government ICT e.g.:
  - More use of authentic registrations
  - Introduction of eID
  - Pre-filled tax form

- Actal and compensation rule
Interaction society and government

*Target: noticeable results thru better interaction (more satisfied citizens)*

- Professionals in the public sector
  - Reducing of AB for professionals
  - Improve of service levels
  - Use of mediation techniques

- Procedural justice

- More transparency

- Smaller and more effective government:
  - Better regulation
  - “Right to Challenge”
Right to Challenge (1)

- New instrument from Denmark

- Citizens, companies, professionals, local governments get the “right to challenge” (nation) legislation for more effective and efficient compliance of legislation

- Applicant provide alternative through business case

- Experiments to prove that the challenge is more effective
Right to Challenge (2)

- “Rules” for application:
  - EU-legislation can not be challenged
  - Existing legislation must have experiment rule
  - No harm on the public interest

- Examples:
  - Sending a passport to the home address
  - Use of income figures in the health care
  - Bio based economy

- General experiment rule
Alliances

Target: noticeable results thru alliances (more satisfied citizens)

- Local governments
- Insurance companies
- Employer associations
Results so far

- AB reduction: 29% in time, 15% in costs (in proposals)
- Slow start on noticeable results
- Right to challenge: 5 general cases, 28 health care cases
- Strong alliance with local governments
Questions?

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