

# MENA-OECD GOVERNANCE PROGRAMME



MINISTRY OF PUBLIC ADMINISTRATION  
AND JUSTICE

Budapest, 14-15 February 2012

## Making Life Easier for Citizens and Businesses: Administrative Simplification in MENA and OECD Countries

Capacity Building Seminar for Public  
Officials in the MENA countries

Organised by  
**The Ministry of Public Administration and  
Justice of Hungary and the  
MENA-OECD Governance Programme**

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## **Programme and objectives**

The popular movement initiated in Tunisia in December 2010 has shaken up the MENA region and has produced political consequences of unprecedented magnitude. Citizens have called for democracy and political freedom; they have denounced the corruption of the governments and have pointed out the incapacity of the economic system to deliver jobs and social cohesion. The task to reform and strengthen institutional frameworks as well as create trust in public institutions is urgent. The re-organisation of administration should also contribute to an improvement in investment climate and growth, ensuring modern and efficient procedures and less burdensome regulations. Administrative Simplification has been identified as a key regulatory policy area in both MENA and OECD countries which contributes to the establishment of a well functioning administration - fundamental in a modern economy. This area of public policy deals with the reduction of unnecessary administrative burdens imposed on citizens, businesses, public administration and other government activities when complying with bureaucratic obligations. Broad experience in this field has generated knowledge, efficiency and an innovative approach that has encouraged public officials to continue their efforts to improve administrative procedure regulations and the use of new information and communication technologies (ICT) including the development of e-government.

The workshop is organised by the Ministry of Public Administration and Justice of Hungary in cooperation with the MENA-OECD Governance Programme. The objective of the seminar is to facilitate the implementation of the administrative simplification strategy in the MENA countries and to broaden knowledge of the use of ICT-tools and consultation process with stakeholders.

At the end of the seminar participants should:

1. Have an informed understanding about the practical implications of administrative simplification strategies and about international good practices in administrative simplification and in coordinating strategies with e-government
2. Be able to identify challenges and develop strategic project on administrative simplification including the best tools and methods that could be adapted in the country
3. Be able to implement and manage administrative simplification strategies including consultation process

## **Target group**

This two-day seminar should be of particular interest to those involved in planning and implementing administrative simplification strategies; policy makers, public officials and ICT experts.

14 February 2012

8.30 – 9.00 *Registration*

9.00 – 9.30 *Opening Session*

*Opening remarks:*

- **Mr András Levente Gál**, Government Commissioner for Cooperation in the Implementation of the Good State Development Concept, Hungary
- **Mr Fares Bessrour**, Managing Director of Reform and Prospective Administrative Studies, Premier Ministry, on behalf of the chair of the MENA-OECD Working Group IV, Tunisia
- **Mr Nick Malyshev**, Head of the Regulatory Policy Division, Public Governance and Territorial Development Directorate, OECD

9.30 – 11.00 **Session 1. International Practices in Administrative Simplification:  
The Design and Implementation of Simplification Programmes**

*Chair: Mr Viktor Horváth, Head of Department, Ministry of Public Administration and Justice, Hungary*

This session will present the practical experiences of selected OECD countries and will shed light on the organisational arrangements, the stakeholders concerned, action plans, steps undertaken to execute these action plans, invested resources, driving and restraining forces, risk-mitigation techniques and lessons learnt. To this end, the session will discuss the rationale of administrative simplification, the importance of streamlining procedures generated by government regulations and the direct and indirect costs of cumbersome procedures. This session will also explain the various simplification tools that governments can use from standardisation of forms, to one-stop-shops, process reengineering, organisational restructuring and IT-driven mechanisms.

*Speakers:*

- **Mr Azzeddine Diouri**, General Secretary, Ministry of the Modernisation of the Public Sector, Morocco
- **Ms Shagufta Ahmed**, Office of Information and Regulatory Affairs, Office of Management and Budget, USA
- **Mr Fares Bessrour**, Managing Director of Reform and Prospective Administrative Studies, Premier Ministry, Tunisia
- **Mr Balázs Szepesi**, Head of Secretariat, State Secretariat for Parliamentary and Strategic Affairs, Ministry for National Economy, Hungary
- **Mr Nick Malyshev**, Head of the Regulatory Policy Division, Public Governance and Territorial Development Directorate, OECD

*Roundtable discussion*

11.00 – 11.30 *Coffee Break*

11.30 – 13.00

**Session 2: Measuring Administrative Burdens: Tools and Techniques**

*Chair: Mr Nick Malyshev, Head of the Regulatory Policy Division, Public Governance and Territorial Development Directorate, OECD*

This session will present practical quantitative and qualitative techniques, including consultation used in the OECD countries to measure administrative burdens, indicators that will be applied, the means to measure results, required expertise to measure these results and the feasibility and practicality of the measurement process.

- **Mr Brian Huijts**, Directorate of Regulatory Management and ICT Policy, Ministry of Economic Affairs, Agriculture and Innovation, The Netherlands
- **Mr Pablo Muñoz Perez**, Technical Counsellor, Sub-Directorate General of Procedural Improvement and Simplification, Ministry of Territorial Policy and Public Administration, Spain
- **Mr Charles-Henri Montin**, co-chair of the MENA-OECD Working Group IV and Senior Regulatory Adviser, Ministry of Economy, Finance and Industry, France
- **Ms Eszter Balint**, Economic Policy Department, Ministry for National Economy, Hungary

13.00 – 14.30

**Lunch**

14.30 – 16.00

**Session 3: Integrating ICT tools into the Administrative Simplification Programme**

*Chair: Mr Charles-Henri Montin, co-chair of the MENA-OECD Working Group IV and Senior Regulatory Adviser, Ministry of Economy, Finance and Industry, France*

The application of ICT tools helps to simplify government operations and to better engage citizens in policy making. The key issue is to analyse how to make effective use of ICT tools and how they should be accompanied by a parallel review and reengineering of existing traditional administrative processes. This session will draw on practical examples and techniques from OECD and MENA countries to illustrate experiences with the coordination of e-government with administrative simplification strategies. In particular, the session will analyse how e-government may successfully contribute to organisational reengineering (one stop-shop, streamlining of administrative procedure and regulations, data standardization, public registers) and how e-government is best coordinated with administrative simplification strategies.

- **Ms Amani Essawi**, Minister's Advisor for International Relations, Ministry of State for Administrative Development, Egypt
- **Mr Imad Mansour**, Senior Specialist, E-government Program Unit, Office of the Minister of State for Administrative Reform, Lebanon
- **Ms Fiorenza Barazzoni**, Director General, Office of the Diplomatic Advisor, Prime Minister Office, Italy

15 February 2012

**9.00 – 10.15 Public Consultation in the Administrative Simplification Programme**

*Chair: Ms Fiorenza Barazzoni, co-chair of the MENA-OECD Working Group IV, Director General, Office of the Diplomatic Advisor, Prime Minister Office, Italy*

Consultation is becoming an important part of the administrative simplification agenda. To implement efficient strategies and identify where government intervention is really necessary and what kind of solution would be the most suitable one, governments need to gather and analyze as much information, including scientific expertise, as possible. It is obvious that governments cannot have all this information available and need to use input from users and interested parties.

Stakeholders outside the government are more likely to come up with less traditional solutions and may only provide critical input in assessing potential impact. This session will discuss how public consultation can be organized and involved in a broader administrative simplification strategy.

- **Dr Estephan Salameh**, Special Adviser to the Minister, Head of Aid Management and Coordination Directorate, Ministry of Planning and Administrative Development, Palestinian Authority
- **Ms Mehla Mint Ahmed**, President ACP, Mauritania
- **Ms Martina Hampel**, National Regulatory Control Council (Normenkontrollrat), Federal Chancellery, Germany

**10.15 – 10.45 Coffee Break**

**10.45 – 12.00 Workshop: Public Consultation in the Administrative Simplification Programme**

This workshop will present methods and tools to prepare a consultation plan on administrative simplification. The session will conclude with a practical exercise in which teams work on stakeholder analysis and involvement. The group work is facilitated by **Charles-Henri Montin**, Senior Regulatory Adviser, Ministry of Economy, Finance and Industry, France and **Miriam Allam**, Economist, MENA-OECD Governance Programme, and **Hania Bouacid**, Policy Analyst, Regulatory Policy Division, OECD.

**12.00 – 12.30 Closing Session**

This session will present the conclusions of the seminar, point out the results and challenges in Administrative Simplification and discuss specific joint learning studies in partnership with the MENA-OECD Governance Programme.

- **Ms Krisztina Farkas**, Deputy State Secretary, Ministry of Public Administration and Justice, Hungary
- **Ms Amani Essawi**, Minister's Advisor for International Relations, Ministry of State for Administrative Development, Egypt
- **Ms Miriam Allam**, Economist, MENA-OECD Governance Programme, OECD

**12.30 – 13.30 Lunch**