

Annex C. *Simplis* – The programme for administrative simplification of Lisbon municipality

In 2008 the City Hall of Lisbon launched a programme for the simplification of administrative regulations, procedures and practices, which aims at streamlining internal management of the municipality, increasing the quality of public services and promoting active citizenship. This programme is part of the *Simplex Autárquico* programme developed by the central government, and in which the Municipality of Lisbon participates.

For 2008 17 initiatives have been selected out of 78 proposals. Criteria for selection were *i*) the expected benefits for citizens, companies or other social and cultural actors, *ii*) the capacity of the initiative to generate immediate benefits (“quick wins”) in areas of strategic priority for the Municipality. In 2008 the Municipality drew out the choice of initiatives from the experience of municipal civil servants and their perception of what are the most urgent needs of citizens. It plans to introduce a consultation procedure for the selection of initiatives in the second year of the project.

The initiatives for 2008 are structured into 3 different areas of intervention. Five initiatives relate to citizenship, 8 to service delivery, and 4 to internal operation. They involve 10 different Departments.

- Area of intervention: Citizenship:
 - Open licensing (increasing online availability of information on the procedure for urban licensing).
 - Internal management of environment protection issues (develop a system of indicators on the environmental impact of paper consumption by the municipality).
 - “*Regulamentar Melhor*” Programme – phase 1 (develop rules for the elaboration of regulations).
 - Membership in SCOT (*Sistema de Contr-Ordenações de Trânsito*) through a protocol with the Road Safety Authority (*Autoridade de Segurança Rodoviária*).
 - Renovation of the Internet site of Lisbon City Hall.
- Area of intervention: Service delivery:
 - Creation of online contact point for citizens on the Internet site of Lisbon City Hall.
 - Reproduction in one hour (simplification of the process for obtaining a certificate regarding licensing procedures which have already been dematerialised).
 - Issue of certificate on the day and place of request through elimination of unnecessary acts once the authorisation has been granted.

- Simplification of authorisation procedures regarding commercial licensing.
- Lisbon Film Commission (establish a single contact point to handle licensing and authorisations in the broadcasting and film industries).
- Licensing certificate within one hour.
- Urban planning maps on line.
- Online simulator to calculate the fee related to urban infrastructure development.
- Area of intervention: Internal operations:
 - Dematerialisation of fax transmission and reception.
 - Development of a common base for geographic digital addresses to be used by all services.
 - Renovation of the Intranet of Lisbon City Hall.



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