KINGDOM OF MOROCCO

MINISTRY FOR THE REFORM OF THE
ADMINISTRATION AND THE CIVIL
SERVICE

COUNCIL OF EUROPE

CONSEIL DE L'EUROPE

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EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENICE COMMISSION)

in co-operation with

THE MINISTRY FOR THE REFORM OF THE ADMINISTRATION AND THE CIVIL SERVICE OF THE KINGDOM OF MOROCCO

Regional seminar for senior public officials
UniDem Med

"IMPROVING THE RELATION BETWEEN THE ADMINISTRATION AND THE CITIZENS : A DEMOCRATIC IMPERATIVE"

Rabat, Morocco

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IMPROVING THE QUALITY OF PUBLIC ADMINISTRATION: DIGITALISATION OF SERVICES

by

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Facing the challenges of a digital era: Public electronic services with citizens in the center

Slovenian experience

Andraž Pernar

Ministry of Public Administration of Slovenia
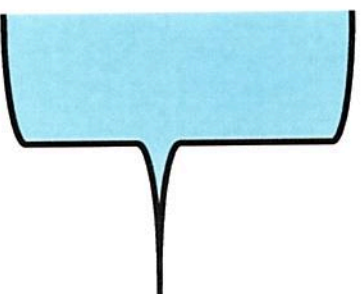
- e-VEM (Slovenia Business Point) portal

- eGovernment Portal

eVEM (Slovenia Business Point)

The purpose of the portal is to facilitate easy, fast and cost-free ways of doing business with public administration and to offer all neccessary information in order to establish a business.

e-VEM

Registration of sole traders in **1 hour** (before 7 days)

Registration of a company (L.L.C.) in max **3 days** (before min 60 days)

Registration is **free of charge**

More then **10 million of potential savings** for companies and entrepreneurs

eVEM (Slovenia Business Point)

Time/Costs/Procedure to set up a business _before_ and _after_ establishment of the e-VEM system

	Before	After
Time	Up to 6 months	Up to 1 hour to 3 days
Costs	300 – 600 €	Free of charge (except at notaries)
Procedure	4 to 9 institutions	E-procedure (One stop shop)

eVEM (Slovenia Business Point)

A LLC establishment procedure with share capital before e-VEM (before 1.2.2008)

Decision to establish a LLC (simplified procedure)
↓
Notary
- Articles of association
- Authenticated contract of members

↓
Bank/Savings bank
- Certified Contract of members

↓
Entry in the Court Register
- Court Register entry fee
- Mandatory fee for publication in Official Gazette

↓
Stamp (engraver)
↓
Agency for Public Legal Records and Related Services (Companies Register)
- Court's decision

↓
Bank/Savings bank
↓
Tax Administration
↓
Employment Service
↓
Health Insurance Institute
- M-1 form sent to the HII (ZZZS) by post

↓
Commencement of business

A LLC establishment procedure with share capital after e-VEM (after 1.2.2008)

Decision to establish a LLC (simplified procedure)
↓
e-Transaction account (temporary account)
↓
single-member LLC   **multi-member LLC**
↓
e-VEM   **VEM Points (140)**
↓
(Savings) bank (permanent account)
↓
Stamp (engraver)
↓
Commencement of business

eVEM (Slovenia Business Point)

The process of a company change (simplified procedure) before e-VEM system (before 1.2.2008)

Decision for a company change

↓

Notary

↓

Companies Register

↓

Official Gazette (mandatory fee for publication)

↓

Agency for Public Legal Records and Related Services

↓

End of process

The process of a company change (company name, head office, activity, representative) (simplified procedure) after e-VEM (after 1.2.2008)

Decision for a company change

↓

VEM point

↓

End of process

eVEM (Slovenia Business Point)

The process of a company deletion (simplified procedure) before e-VEM system (before 1.2.2008)

Decision to delete a company

↓

Notary

↓

Tax Administration

↓

Companies Register

↓

Official Gazette (mandatory fee for publication)

↓

Health Insurance Institute

↓

Agency for Public Legal Records and Related Services

↓

End of process

The process of a companyy deletion (simplified procedure) after e-VEM (after 1.2.2008)

Decision to delete a company

↓

VEM point

↓

End of process

eVEM (Slovenia Business Point)

1

❖ **2.680.637 million** applications submitted via e-VEM system in 10 years

❖ **44.208 registered L.L.C.`s** in 11 years via e-VEM

❖ **116.409 registered sole traders** in 11 years via e-VEM

❖ **40.000** registered users

2

❖ In 2013, actual savings for companies were **1.636.298 €** - these ssavings depend on the number of the procedures performed (submitted applications), which is growing every year

3

❖ From **1 January 2016**, all business entities mandatory through e-Vem system. Potential savings are calculated at **10.2 million €** per year.

e-Vem in numbers through the years

eVEM (Slovenia Business Point)

Number of submitted applications

Years	Number of all procedures through e-VEM
2005	4.289
2008	77.408
2014	260.499
2015	302.527
2016	862.003
2017	1.200.000

As seen in the upper table, number of procedures has grown enormously through the years. In the year 2017 we experienced more than 1.200.000 of e-procedures through e-VEM.

For comparison: the number of all e-procedures in Slovenian Goverment Administration is around 10.000.000.

eVEM (Slovenia Business Point)

Structure of the portal

e-procedures

Supporting information for business

- Considering
- Starting
- Running
- Closing down

Conditions for activities/professions

@ vEM
Portal za podjetja in podjetnike

Domov   Razmišljam   Začenjam   Poslujem   Zapiram   Moj e-VEM

Iskanje po strani...

E-postopki

Registracija enostavne eno-osebne d.o.o.   Začni

Registracija samostojnega podjetnika (s.p.)   Začni

Nadomestila plač   Začni

▸ Več E-postopkov

Področja

Davki in prispevki
- vpis v davčni register · DDV · Davek od dohodka pravnih oseb · Davek od dohodka iz dejavnosti · Prispevki za socialno varnost

Zaposlovanje
- Pogodba o zaposlitvi · Pogodbena pogodba · Avtorska pogodba · Varnost in zdravje pri delu · Socialna zavarovanja vmesnik · Kadrovska

Dovoljenja in pogoji
- Obrt · Gradbeništvo · Gostinstvo, turizem in nastanitve · Kmetijstvo · Promet in logistika · Pravosodje in varovanje · Trgovina

Poslovne oblike
- Samostojni podjetnik · Družba z omejeno odgovornostjo · Delniška družba · Podružnica · Zavod · Socialno podjetje · Zadruga

Prijavite se v sistem

Sistem e-VEM vam omogoča da določene postopke izvedete elektronsko. V sistem se prijavite s kvalificiranim digitalnim potrdilom. Za podpisovanje in oddajo vlog mora vaš brskalnik imeti nameščeno podpisno komponento.

Prijava

Poslovni koledar

18. Nov   Banka Slovenije – poročilo BST, KRD DVP SN-T

21. Nov   FURS - Rekapitulacijsko poročilo (RP-O) in Intrastat DDV-O

24. Nov   Večstranski pobot - obvezni in prostovoljni (medb-vezni)

30. Nov   FURS - obračun in plačilo DDV (DDV-O)

Več dogodkov

▸ Točke VEM na zemljevidu

eVEM (Slovenia Business Point)

List of (e) procedures

(e) Procedure	From home	On the VEM point	At the notary
The opening of the electronic book of resolutions for the newly created simple one-person J.J.c.	x	x	x
Opening of physical book of decisions			x
Opening of a temporary bank account for a simple single or multi-person company	x		
Registration of the intended company		x	x
Enrollment of the business units in the Slovenian Business Register		x	
Registration of the employee into the mandatory social insurance	x	x	x
Deregistration of the employee from the mandatory social insurance	x	x	x
Registration of the employee against injury at work and occupational disease	x	x	x
Deregistration of the employee against injury at work and occupational disease	x	x	
Submission of a request for the identification for the purposes of VAT for all types of companies	x	x	x

eVEM (Slovenia Business Point)

Submitting the form

Completing the form (most of the data from sources)

The progress of the procedures

eVEM (Slovenia Business Point)

THE SINGLE BUSINESS POINT should become a digital office for anyone doing business in Slovenia.

Identified user's dashboard needs to become an entry point to **access all key matters and to carry out as many state-required procedures as possible.**
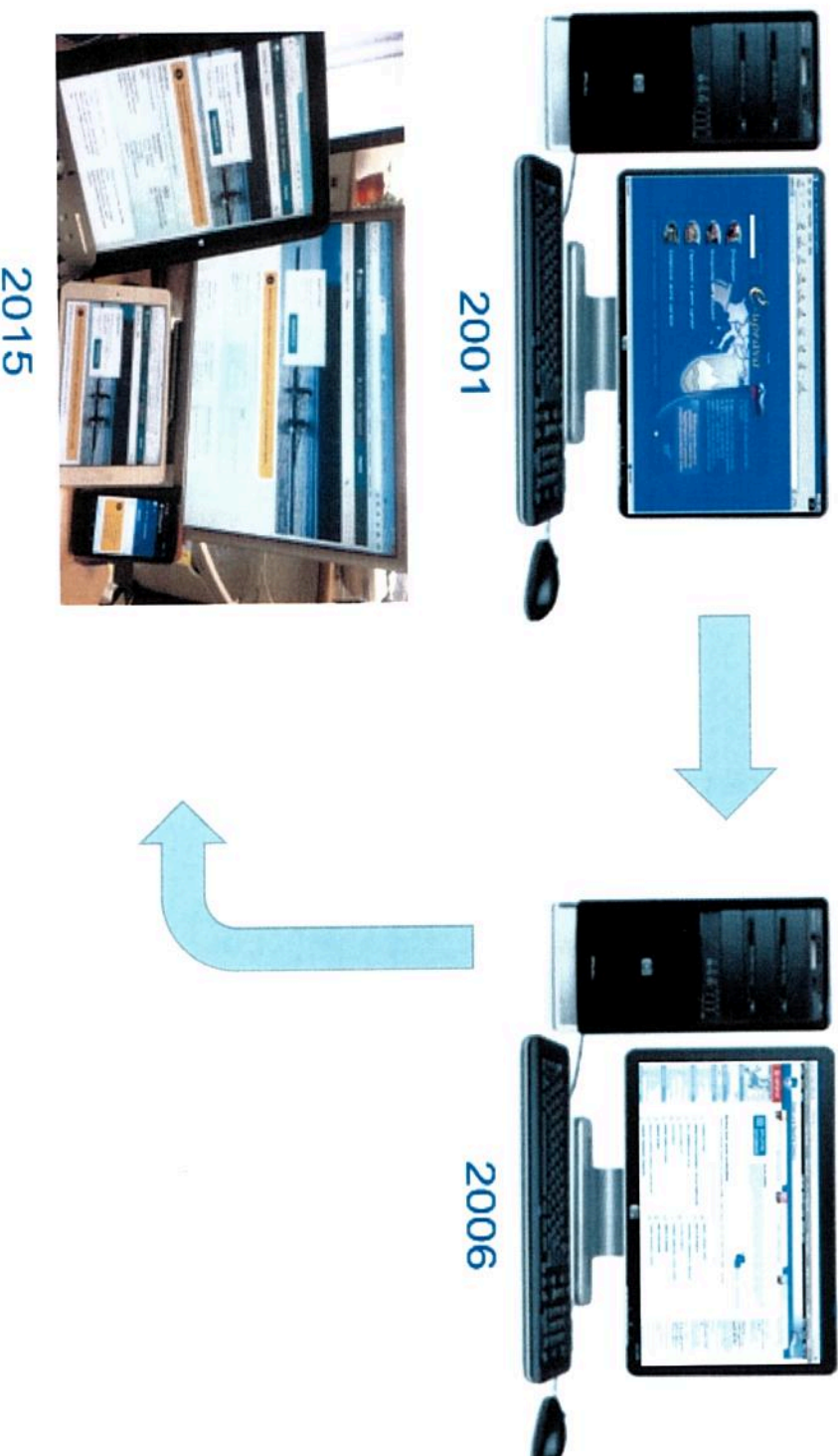
eGovernment portal

1. History
2. Renovation
3. Back Office
4. After first year
5. Future

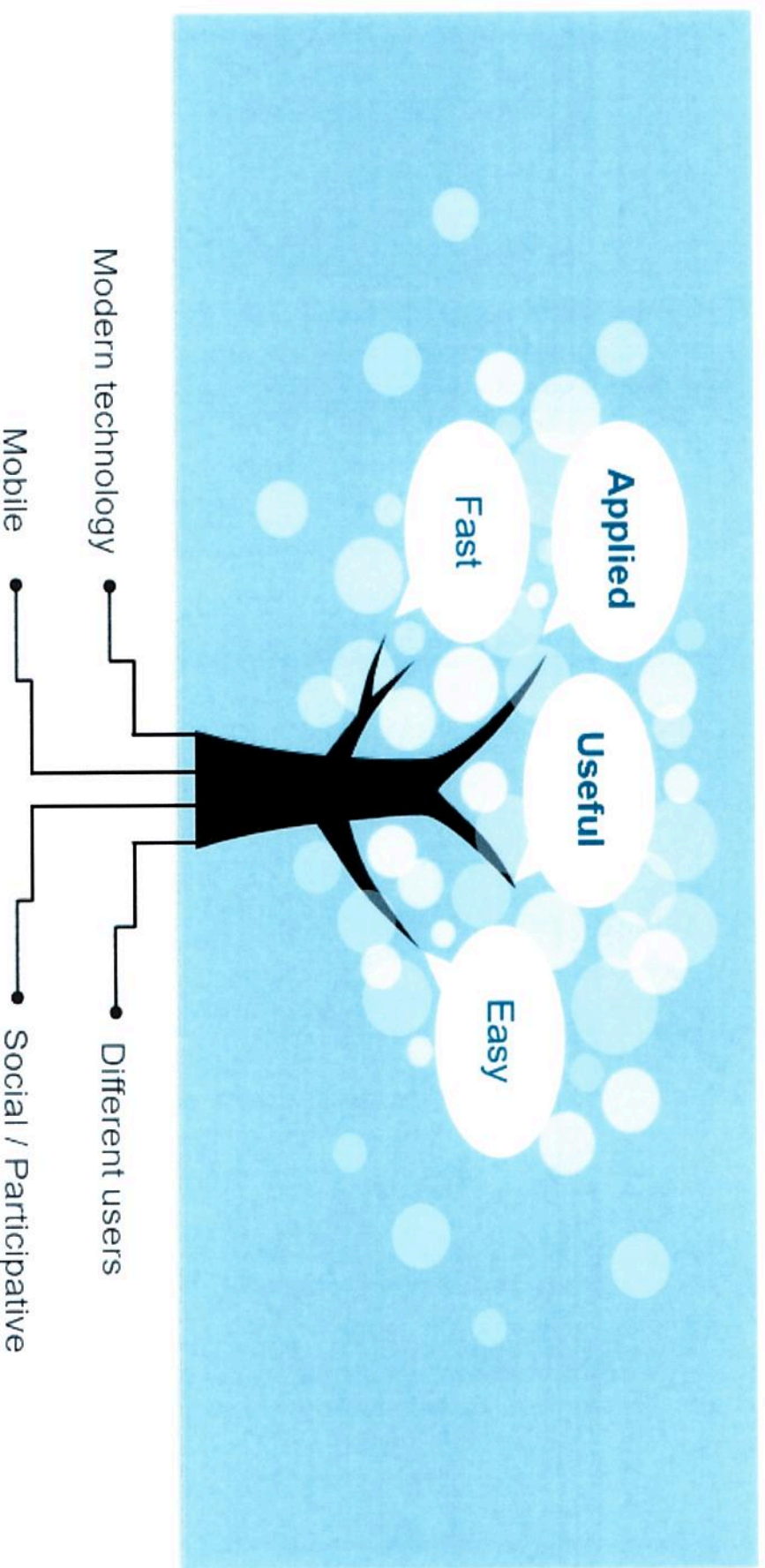# eGovernment portal

1. History

2001

2006

2015

eGovernment portal

2. The purpose of renovation

- Modern technology
- Mobile
- Different users
- Social / Participative

Applied

Fast

Useful

Easy

eGovernment portal

2.1 Renovation

- October 2013
- Internal project team, external contractor
  - Expert for UX
  - Design specialist
  - Experts writing for the web
  - Government editorial board
  - Different groups of users
  - Best practices from other countries
- November 2015

eGovernment portal

2.2 Government Editorial Board

Content editors

Editor

Field editors
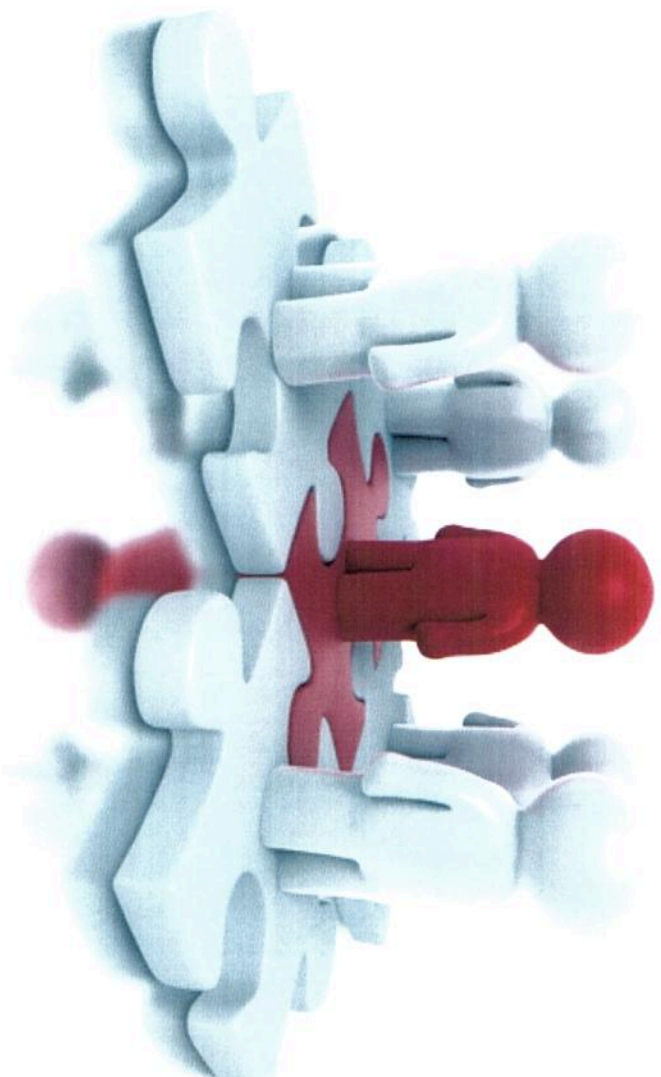
eGovernment portal

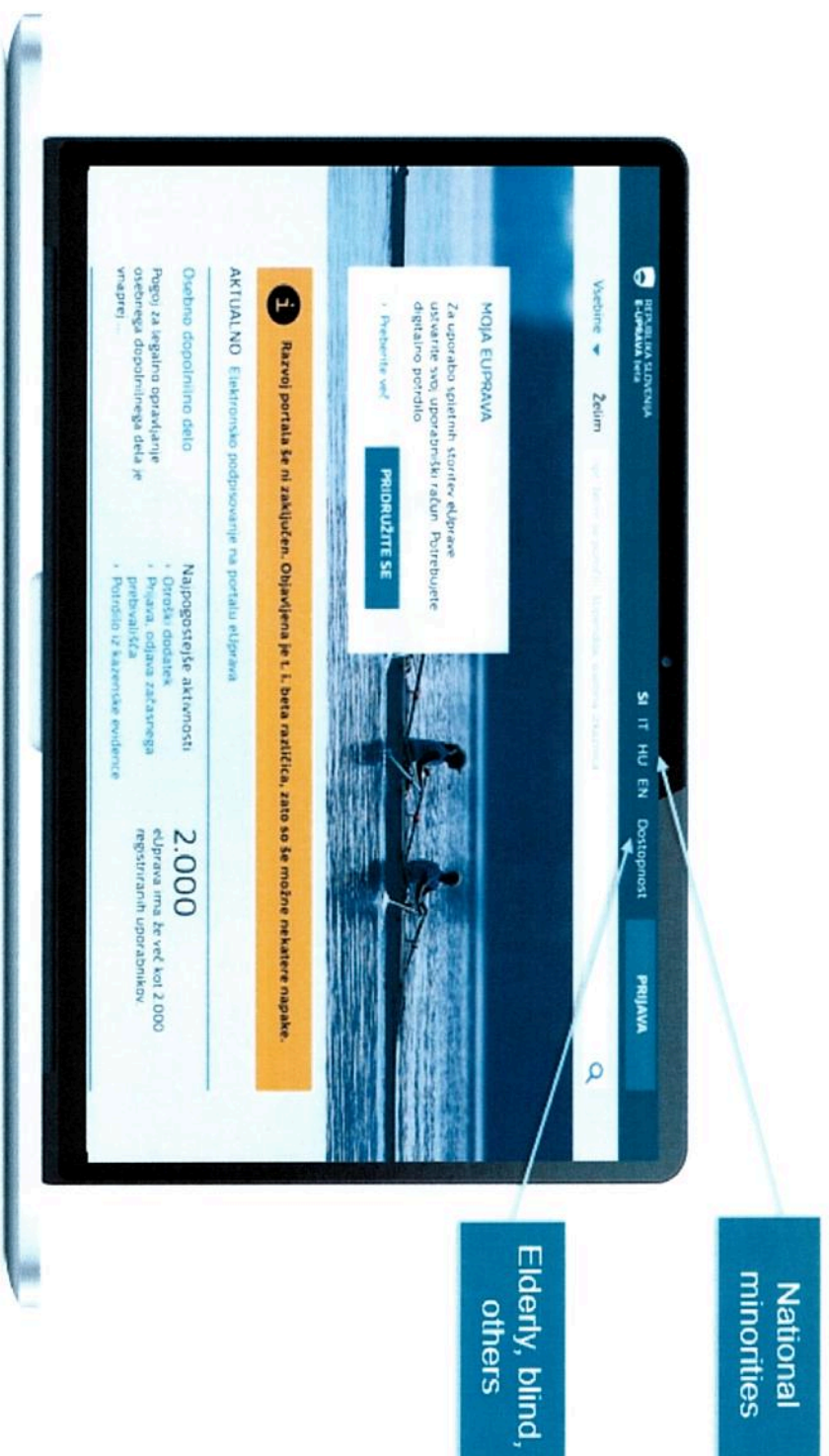## 2.2 The result of renovation

- General information on services
- Electronic applications
- My eGovernment module (data, applications, notifications)
- Information on Public sector institutions
- Dates of Test centers
- Bulletin Board
- Events and Gatherings
- eDemocracy
- Announcer
- Other interesting and generally usable content

eGovernment portal

2.3 The result of renovation

National minorities

Elderly, blind, others

eGovernment portal

2.6 The result of renovation

My eGovernment module

Domov › Moja eUprava

TATJANA MIZORI ZUPAN
MOJA EUPRAVA

OPOMNIKI

OBVESTILA

DECEMBER 2017

31 DEC NED
Zahteva za namenitev dela dohodnine za donacije
čez 20 dni
» Poglejte podrobnosti

JANUAR 2018

31 JAN SRE
Zadnji dan veljavnosti vinjete za leto 2017
čez približno 2 meseca
» Poglejte podrobnosti

DECEMBER 2018

4 DEC TOR
Potek veljavnosti tehničnega dovoljenja
št. 13925285 za vozilo
FIAT, GRANDE PUNTO /
1.4 / 16V, LJ21-04N
čez približno 1 leto

DECEMBER 2017

11 DEC PON
Oddana vloga
58749.39000-00196-201
71206-000-387 je zaključena
danes.
» Poglejte podrobnosti

8 DEC PET
Oddana vloga
58749.39000-00196-201
71206-000-387 je v reševanju
pred 3 dnevi
» Poglejte podrobnosti

6 DEC SRE
Uspešno oddana vloga
Vloga za podaljšanje veljavnosti prometnega dovoljenja
pred 5 dnevi
» Poglejte podrobnosti

OSEBNI PODATKI
- Osebni podatki

VLOGE, DOKUMENTI
- Osebni dokumenti
- Oddane vloge
- Predal za dokumente

PREKRŠKI
- Prekrški iz evidenc Policije

PREMOŽENJE
- Motorna vozila
- Nepremičnine
- Plovila

- Opomniki
- Obvestila
- Komentarji predpisov
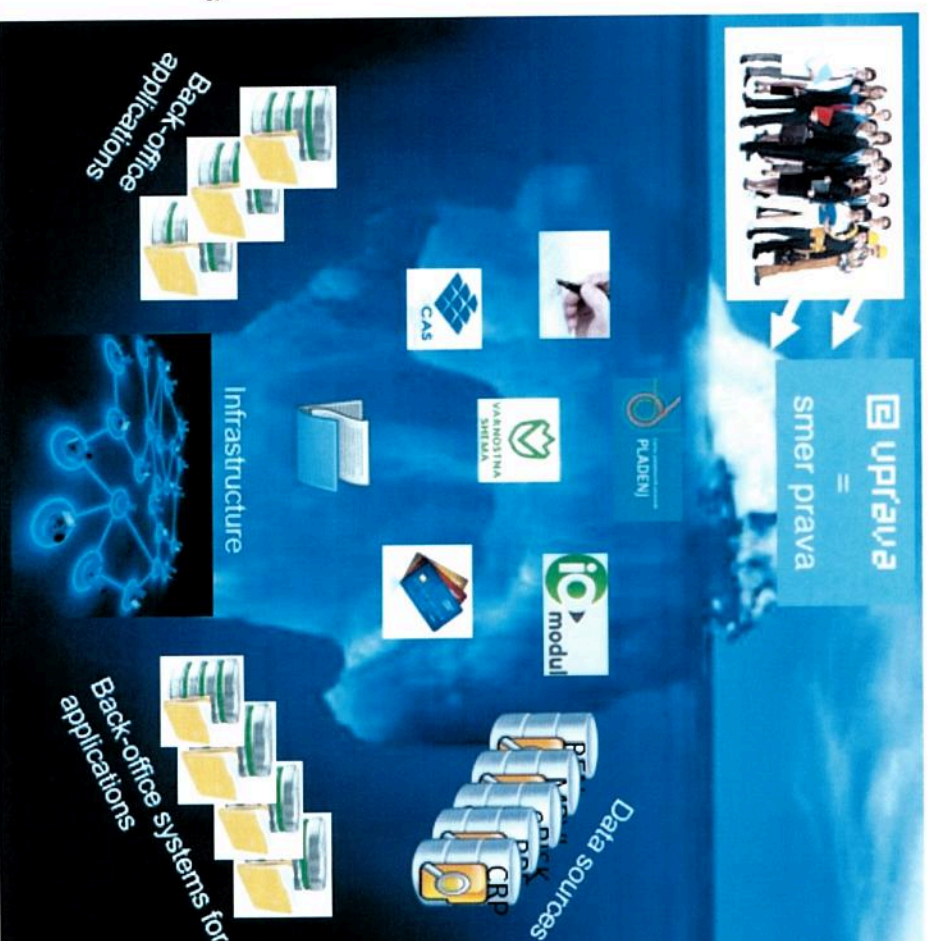
eGovernment portal

3. Back Office

Horizontal building blocks:
- SI-CAS (SI-PASS)
- Signature component
- Security platform
- The tray
- IO modul
- E-payment system
- Pricing

Back-office applications:
- CMS for editors
- System for applications
- Events and gatherings
- Bulletion board
- Search engine
- Piwik

Data sources:
- CRP
- IDVDOK
- eRISK
- GURS RPE in REN
- MRVL, dMRVL
- eDajatve
- RAZ
- RPS
- PRS
- IPP
- URSP
- Police

Back-office systems for receiving applications:
- SPIS 1.45
- SPIS 4
- INSPIS
- IS-CSD
- FURS
- CKE
- Police

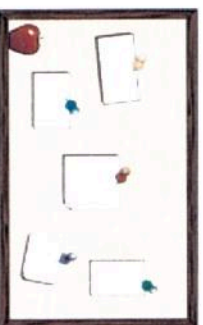# eGovernment portal

4. Two years in numbers

SICAS

➤ 55.000 registered users

➤ 45.000 submited application forms

321 services
150 services in sign language for deaf people

➤ 50.000 events and gatherings

➤ 30.000 publications on the bulletin board

less FAQ

eGovernment portal

5. Two years in words

- ### Improvements

  - Missapropriate personal documents
  - Life events – guides
  - e-application form for a subsidized transport ticket for students
  - Insight into record of vessels
  - Insight into Police offense records
  - e-application form for elections outside of residence

eGovernment portal

Plans

– SI*CES – e-signature in the Cloud

– Authentication of documents (eOveritve)

– Insight into criminal records

– Insight into education records

– Life events (guides): retirement, losing and searching for a job

– eDelivery

Thank you for your attention!

Used to say The Skys the limit

Now the skys our point of view

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