

National One-Stop Shop for Government Services and Information



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Organisation: Ministry of Public Administration

Country:

Level of government: Central government

Sector: General public services

Type: Communication, Digital, Public Service

Launched in: 2015

Overall development time: 2 year(s) 8 month(s)

Link to the innovation's website

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Description

gob.mx is a platform that promotes innovation in government, boosts efficiency, and transforms processes to provide the population with information, government services and a platform for participation. It is an initiative led by the Coordination of National Digital Strategy at the President's Office and the Digital Government Unit of the Ministry of Public Administration, in collaboration with all of the Federal Agencies in order to provide citizens with an integrated modern government that is close to the people.

At gob.mx/tramites, citizens have quick, easy access to federal government services most frequently requested by citizens, and to all of the information they need to perform them. They are able to download forms, make appointments, send in applications and make payments online all from a single point.

gob.mx/gobierno is the only platform for digital communication between the entire federal public administration system. Citizens are able to find out about the functions, actions, and programs on which the government agencies and state productive enterprises have been working.

At gob.mx/participa, we have made innovations to provide a platform that makes it easier to listen to citizen's ideas, report acts of corruption, and enlist their help in building better services and policies in a simple, interactive platform.

Why the innovation was developed

- To encourage the adoption and development of Information and Communication Technologies (ICT) in Mexico.
- To build the government of the future: innovative, transparent, efficient, open, focused on the needs of society, and using technology to get closer to people.
- To promote innovation in government, boost efficiency, and transform processes to provide the population with information, government services and a platform for participation.
- To democratize access to public services and government information.
- To promote citizen participation.

Objectives

Enhance public trust, Enhance transparency, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction, Increase citizen engagement

- To enable citizens to consult and perform government services quickly and efficiently, without the need for queuing and wasting time.
- To simplify requirements so citizens may get all the information they need from the government at a single point.
- To promote citizen participation and collaboration in the decision-making process and together with government build better public policies.

Main beneficiaries

Businesses, Civil Society, General population, Government bodies, Government staff

- Citizens
- Businesses
- Governments

Existing similar practices

GOV.UK

In other countries' public administrations

Digital Government Service, Cabinet Office, United Kingdom

GOV.UK - The place to find government services and information - Simpler, clearer, faster.

<https://www.gov.uk/>

Results

Efficiency

- Our goal for 2018 will be to reduce the economic cost (the time citizens waste on administrative management) of procedures by 25%.

Development

Design

gob.mx is an initiative led by the Coordination of National Digital Strategy at the President's Office and the Digital Government Unit of the Ministry of Public Administration, in collaboration with all of the Federal Agencies in order to provide citizens with an integrated modern government that is close to the people.

Likewise, we developed a business case to analyze the benefits of digital services (anytime, any place, any device) vs. traditional in-person procedures. Also, it included analysis concerning digitization impacts, such as the growth of the gross domestic product, increase in competitiveness, job creation, innovation, transparency, and effective delivery of public services, accountability, and combating corruption, among other aspects.

Testing

- Launch of the discovery phase with the aim to analyze current operating One-Stop-Shop models in leading countries on e-government.
- Citizens' feedback through Citizens Satisfaction Surveys in order to know their needs and experiences when carrying out government services.
- gob.mx/Alfa (2014)
- Testing of the first Digital Service Standard on the services associated to business creation and opening.
- Implementation of the program "Youth for a Digital Mexico" for capturing the public opinion of citizens via surveys to improve gob.mx and the provision of services.
- gob.mx/Beta (2015)
- Publication at gob.mx/participa of around 1,400 projects for regulatory improvement subject to public consultation, in coordination with COFEMER.

Implementation

Tools used:

- Executive Order by which it established the National One-Stop Shop for Government Services and Information, published in the Official Gazette of the Federation on February 3, 2015
- General Dispositions for the Implementation, Operation and Functioning of the National One-Stop Shop, published in the Official Gazette of the Federation on June 4, 2015.
- Establishment of a capacity development program to train public servants from all agencies on this new way of working.
- Institutionalization of the communication and participation model, as well as the provision of procedures.
- Launch of content management platform for both services and government information, as well as the Digital Service Standard.
- We renewed the content of the services records presented in gob.mx, under a 100% citizen approach.
- Migration of content from Internet sites of the Ministries and agencies of the Federal Public Administration.
- Governance model through the Sub-Commission of Interoperability of the Inter-Ministerial Commission for the Development of Electronic Government.
- Weekly meetings with the Digital Service Teams from each of the Ministries participating in phase 1 of the One-Stop-Shop to review the progress in the implementation of the Digital Service Standard, improvements and citizens' feedback.

Resources used:

- Several public servants have been working in the development of the National One-Stop Shop. They are part of the structure of the different government agencies involved in the project.
- \$7,873,500 Mexican pesos for 2014 budget.US\$460,438.59 (exchange rate: MXN\$17.10/US\$1.00)

Challenges and solutions

- The main challenge has been to coordinate 18 ministries and 231 agencies of the Federal Public Administration and State Owned Enterprises.
- The establishment of a Change Management Plan.
- The plan identified key players and stakeholders and developed and carried out specific communication strategies for each one of them.

Partnerships

Civil society & general public

Civil Society

We partnered with civil society and general public in order to obtain feedback on how to improve government information and services.

Federal Public Administration

Other Public Sector

Gob.mx is an initiative led by the National Digital E-strategy Coordination of the Presidency of the Republic and the Digital Government Unit of the Ministry of Public Administration, in partnership with all Federal Government agencies, to provide citizens with an integrated, accessible, and modern government.

Lessons Learned

Lessons Learned

- We consider that one very important part of the development of the National One-Stop Shop is citizen's feedback.
 - Likewise, it was very important to develop action and work plans, as well as phases to launch gob.mx.
 - The establishment of Change Management Plans also helped us to appropriate the project within government institutions.
 - It is important to have a strong legal framework to support the National One-Stop Shop.
 - We consider that in our case, having an Executive Order as the foundation of gob.mx, fostered its implementation through all the Federal Public Administration.
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Conditions for success

- The main condition to implement this practice is the political leadership and empowerment given to the National Digital Strategy Coordination.
 - One condition of success is that the National One-Stop Shop has its foundations on a Presidential Order, which gives political leadership to the project
 - Another condition is the governance model through the Inter-Ministerial Commission for the Development of Electronic Government,
 - Another condition is the creation of follow-up mechanisms in every government agency, through focal points.
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