

Red tape: let's cut it out!

"Burocrazia: diamoci un taglio"



Organisation: Public Administration Department – Office for Administrative Simplification

Country: Italy

Level of government: Central government

Sector: General public services

Type: Digital, Methods

Launched in: 2009

Overall development time:

51 months

Link to the innovation's website

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Description

"Burocrazia: diamoci un taglio!" is an online consultation platform for citizens and businesses to collect their suggestions on how to reduce red tape. The comments and proposals from users are collected through an online questionnaire. By analysing these comments, the Ministry of Public Administration can identify areas for improvement of regulation and create a better relationship between the public administration and its citizens. "Burocrazia: diamoci un taglio!" is a permanently accessible website and can be used by all potentially interested parties. Many simplification measures (e.g. the legal decree "Semplifica Italia") have been inspired by comments and proposals collected through this online consultation.

Why the innovation was developed

The main factors that facilitated the development of the innovation are the following ones: (1) leadership commitment; (2) internal changes in the organisation (the office conducted new research and studies about the involvement of citizens in policy making) and; (3) up-to-date ICT.

Objectives

Improve access, Improve effectiveness, Improve service quality, Improve user satisfaction, Increase citizen engagement

- Promote administrative simplification and the reduction of red tape.
 - Improve citizens' access to the policy making process and invite their contributions in the design of new policies.
 - Reduce administrative costs.
 - Create new measures aimed at simplifications that are tailored according to citizens' wishes.
 - Promote a bottom-up approach according to the OECD Guiding Principles for Regulatory Quality and Performance, as well as according to international best practice standards.
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Main beneficiaries

Businesses, Civil Society, General population

- Citizens.
 - Businesses.
 - Associations.
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Existing similar practices

Partecipa!

In public administration of my country

Ministry of Education, University and Research, Italy

The online consultation aimed at involving citizens and experts in the reform of higher education qualifications. Unlike "Burocrazia: diamoci un taglio!", this online consultation was open for only one month and was focused on a limited regulatory area.

<http://www.partecipa.gov.it/>

Consultazione Pubblica online

In my own organisation

Public Administration Department, Italy

Online public consultation regarding the spending review launched in May 2012; online consultation of experts and professionals in implementing the framework of the public administration reform in March 2009.

<http://www.istruzione.it/web/ministero/consultazione-pubblica/>

Permanently accessible on-line consultations

In other countries' public administrations

Other European countries

There are several permanently accessible online consultations on administrative simplification in other European countries such as France, Belgium and the UK.

<http://www.redtapechallenge.cabinetoffice.gov.uk/home/index/>

Results

Efficiency

Measures proposed through the platform contribute to cut red tape and reduce administrative costs for citizens and SMEs.

Service quality

Accessibility:

Improve access to the policy making process through online devices.

Responsiveness:

The administration gives feedback to participants and turns their proposals into law.

Evaluation

Periodical reports are published by the Office for Administrative Simplification to assess the output of public consultation. The reports usually contain data on participation (e.g. number of comments received) and information about the main topics of the comments. Detailed information on new simplification measures, inspired by comments received through the public consultation, is also reported.

Development

Design

The Office for Administrative Simplification in the department identified new strategies to implement simplification measures that would reflect citizens' needs. The Office conducted research on other countries' practices which sought to involve citizens in the decision making process and promote administrative simplification. After discussing several options in internal meetings, the Office decided to design and create an online platform where citizens could contribute their ideas for improvement and tell their individual stories and experiences of red tape.

Design time: 3 months

Testing

- Creation of website and questionnaire.
- An *ad hoc* team of internal staff was created to lead the project.
- Consultation with stakeholders such as the Association of SMEs, etc.

Testing time: 2 months

Implementation

Tools used:

- The website and public consultation were launched, accompanied by a press conference and public relations activities.
- A team of internal staff was created to read, analyse, assess and manage the comments received.

Resources used:

Both internal staff and consultants involved in the project were reallocated without spending on further resources.

Implementation time: 46 months

Diffusion

Organisation of conferences to highlight experiences to other ministries and public administration agencies at the public administration Forums 2011 and 2012.

Challenges and solutions

- Tight monetary resources for the implementation of the project.
 - Other stakeholders feared that they would lose the traditional channels of consultation such as round tables.
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Partnerships

Organisations representing SME's

Private sector

Organisations representing small and medium enterprises, manufacturing and services companies (e.g. Confindustria, Confartigianato, CNA, etc.) were involved in the design, development, scaling and diffusion phases of the development of the practice.

Lessons Learned

Lessons Learned

Try to strongly link the online public consultation to the regulatory life-cycle, in order to more easily adopt the measures inspired by citizens and businesses (e.g. thematic consultations about the regulatory areas under simplification reform).

Conditions for success

- Up-to-date ICT.
- Financial resources dedicated to web sites and databases.
- Human resources dedicated to preliminary investigations.
- Personal values and motivation.
- Political leadership.

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