

## Single Record for Building Permits

**Organisation:** Gobierno del Estado de Puebla

**Country:** Mexico

**Level of government:** Regional/State government

**Sector:** Economic affairs

**Type:** Methods, Organisational Design, Public Service

**Launched in:** 2015

**Overall development time:** 3 year(s)

**Link to the innovation's website**

# Description

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The State Government of Puebla designed and developed the public project "Single Record for Building Permits (for construction projects up to 1,499 square meters). This new public procedure combines and integrates reached 5 authorizations (Alignment and Official Number, License Land Use, Assignment Mitigation Measures-Environment Management Plan for Disposal of Waste of Construction, Maintenance and Demolition General and Construction License), for construction projects by where the citizen requests complete and operational analysis on Urban Development and Environment of the construction project in a maximum response time of 5 days. Formerly, these 5 procedures had to be performed individually, each process had its defined procedure, the response times were up to than 70 days. Currently, with the new Single Record for Building Permits the citizen performs 2 government interactions: when applying the procedure and when it receives the Building Permit.

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## Why the innovation was developed

- In Puebla, for obtaining building permits is governed mostly by rules of municipal, the procedures and requirements set out in building regulations and authorization procedures are attached to a municipal urban development plan. To get your building permit citizens must meet certain requirements and perform five procedures separately. This process required more than 70 days, more than 10 interactions with government office and the waiting time stopped investment or in some cases were built without permission. Faced with this problem, the Government of the State of Puebla, analyzed each flowchart of 5 steps and designed a new single flow diagram that integrated the paperwork and allowed substantial reduction of response time to 5 days. The regulation of this 5 procedures were analyzed, codes, laws and regulations were reformed to gave legal certainty to this new process.
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## Objectives

Develop staff capacity, Enhance public trust, Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction, Increase citizen engagement, Support economic growth

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## Main beneficiaries

Businesses, Civil Society, Government bodies

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# Results

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## Efficiency

- The final impact of the project is bidirectional, since the efficiency benefits citizens, builders, architects and engineers and other sectors of the construction in the city of Puebla. Since the simplification of permit for construction show a greater interest in investment in the city of Puebla, create jobs and consolidate the construction industry.
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## Effectiveness

- The government benefits from the Single Record as it facilitates internal processes, reduce operating expenses and increase own revenues derived from building permits.
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## Service quality

### Responsiveness:

- Reducing response time of 71 days to 5 days represents a great benefit for citizens. the waiting time a building permit is reduced and allows immediate development of real estate growth.
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## User satisfaction

- The Single Record has the backing of the various chambers of the Construction Industry (CMIC & CANADEVI) and the Association of Architects in Puebla. That shows approval and satisfaction of citizens by this procedure.

# Development

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## Design

The construction industry is one of the most dynamic in Mexico and key to growth and job creation is considered. Therefore, for the Regulatory Improvement Subdirector it is important to innovate, accelerate and streamline the process of obtaining the building permit for projects up to 1,499 square meters. which required compliance with formalities with the Government of the State of Puebla and the Municipality of Puebla, concentrating on the latter most procedures specifically in the area of Urban Development and Environment. Derived from the various procedures that were performed separately for acquiring building permits, as well as the constant complaints of citizens to acquire it. Therefore, an analysis with different areas of Urban Development, Environment and Government of the State of Puebla was made to reach the ideal approach for Construction Permits in a single procedure process called Single Record.Design time: 1 year(s) 6 month(s)

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## Testing

- We analyzed separately their flowcharts, we identify critical points and excessive control sections. We design new procedures manuals of these procedures. Once improved individually, we analyzed the regulation for the legal support that would allow the merger and integration of these 5 steps (Urban Development and Environment) into one through. Designing the Single Record, we used the tool Business Process Model and Notation (BPMN) it was designed all the flowcharts ability to communicate these procedures in a standard manner, the graphical notation will facilitate the understanding of the performance collaborations and business transactions between the public offices. This tool also helped to design the Procedure Manual of the process. We incorporated the Single Flowchart into the Municipality platform called "eXperta" to develop preproduction test and trails.

Testing time: 6 month(s)

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## Implementation

### Tools used:

- The implementation process began integrating 3 steps: Alignment and Official Number, License Land Use and Building Permit. This process of synthesizing incorporated in another process procedures Final Disposal of Solid Waste and Mitigation Measures Assignment-Environment Management. The implementation of the Single Record on the technology platform of the Municipality of Puebla required workbenches with staff of the State Government of Puebla, the Department of Information Technology and Urban Development for validation of pre-production, review the flowchart and generate resolutions to incorporate them. Subsequently, the workshops included the Department of the Environment, for the definition of process procedure Mitigation Measures. In the months of April and May 2015 test protocols integration of these 5 steps before final production were performed.

### Resources used:

- Ministry of Finance and State Administration of Puebla Staff & Project Coordinator Ministry of Urban Development and Sustainability of the Municipality of Puebla Staff Innovation Secretariat of the Municipality of Puebla Technologies Staff

Implementation time: 6 month(s)

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## Diffusion

- The Single Record had the technical assistance of the National Chamber of the Construction Industry Delegation Puebla (CMIC), National Chamber of Industry Development and Promotion of Housing (CANADEVI) and the College of Architects of Puebla. These organizations review and validate processes of the Single Record and ensure response times.

Diffusion time: 6 month(s)

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## Challenges and solutions

- The biggest challenge was the Single Record change the perception of the public official, old paradigms and procedures that were performed for many years. Integrating a new procedure breaking these barriers was the most complex.

# Lessons Learned

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## Conditions for success

- All government improvement must be designed around the citizen. Coordination and leadership at the highest level ever between State Government, Municipality and the Local Congress.

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