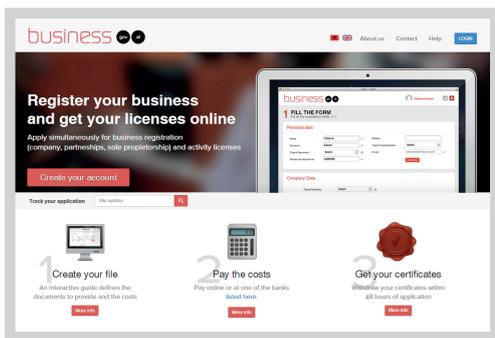


The eRegistrations system



ELECTRONIC SINGLE WINDOWS FOR EFFICIENT ADMINISTRATIONS



eRegistrations is an eGovernment system, designed to computerize simple or complex administrative procedures. It can be easily adapted and configured to any administrative process and may apply to procedures such as company registration, construction permits, export licenses or the transfer of a property title.

eRegistrations is suited both to operations involving only one public-agency (such as registering at the business registry) and to simultaneous operations at multiple agencies (such as registering a company at the tax office, with the municipal council, with social security, at the labour department and at the business registry). It acts a single electronic window. It can be installed at the municipal, national or supra-national levels.

USER CENTRIC



eRegistrations places the user at the centre of eGovernance. It allows simultaneous requests to several institutions, with a single form; documents need only be uploaded once. It combines the procedures of participating institutions and determines, according to each user's profile, the data and the documents that are required. The multiplicity of agencies involved is no longer a problem, the user has the feeling of dealing with only one.

The user database is the core of the system and the link between the institutions. Requests are made from the database and administrative certificates are stored therein once issued.

CONFIGURABLE



eRegistrations is a generic eGovernment system applicable to any administrative procedure, all consisting, ultimately, in an exchange of information between a user and one or several agencies. The system is able to computerize multiple processes and to organise their co-operation.

eRegistrations can be installed at the city, national or supra-national level, integrating multiple institutions' processes. A possible application is the creation of online windows through which simultaneous requests can be made in various countries (business registries, sanitary licences, business visas, export permits, etc.).

INTEROPERABLE



eRegistrations doesn't require any change in the internal processes of participating institutions, nor in their computer systems. It doesn't need to access their databases. It is not necessary that the institutions be interconnected nor that their processes be computerized.

Conversely, eRegistrations offers total access to its own database, and public agencies can automatically extract the information they require. Interoperability is ensured through the common access to the eRegistrations database - which is the user database, where the administrations come to seek and store information.

HIGHLY SECURE



Users' data are stored on highly secured servers, with protected connections, in order to guarantee their integrity.

Users have total control over their private space in the database, thanks to their access codes. They can open all or part of their information to third parties, through a URL and a password that will give access only to the information they want to share.

Digitalized administrative documents that have been uploaded directly by agencies, with electronic signature, can't be modified by the user.

The eRegulations system

IMPLEMENTATION PROCESS

Procedures must first be documented and simplified

The first phase consists in documenting, in a detailed way, the procedures which will be computerized: the steps, the administrations involved, the forms and documents required, the costs, the administrative certificates that will be issued and the legal basis.

Once clarified, procedures can be simplified, by eliminating requirements that are not relevant or legally justified. The data requested by the various administrations are grouped in a single online form. A solution is found so that payments are combined, at the cashier of one of the institutions, at a bank or online. Arrangements are made for a single location where users will collect the certificates issued by the administrations involved in the procedure. Simplification is quicker if a physical single window is already in place, but this is not essential.

UNCTAD can help countries clarify and simplify their administrative procedures, thanks to the eRegulations system (www.eregulations.org).

System configuration

The system is configured to take into account the quantity and the identity of public agencies involved, the data and the documents requested by each institution, the choice of the agency that will be in charge of reviewing requests (the reviewer can vary according to the certificates that are requested), the place where certificates will be collected (also variable depending on the requests), the order in which agencies will process the requests (parallel or sequential), the text and the timing of alert messages sent to users and to agencies, and statistics which will be generated (registered users, requests initiated, requests submitted, certificates issued, average processing time per institution, etc.).

A public interface is developed, i.e. a homepage and a few additional pages (about us, contact, etc.) to present the site to the users. The public interface is tailor-made for each city, country or region.

Testing and training

Tests are organized to ensure that the system adequately takes into account the information and conditions requested by each institution, that rejected applications are correctly listed and that alert messages reach designated officers. The review module, processing order, messages sent to users, statistics and internal case monitoring modules are also checked.

Tailor-made manuals are handed over to each institution and training is organised for their officers.

Testing is completed with the processing of real cases, in order to fine-tune the system and to validate operators' abilities in live conditions.



1-4 months

From one to four months on average, depending on the complexity of procedures and on the cooperation granted by participating agencies



2-6 months

From two to six months on average, depending on the complexity of procedures



1-2 months

From one to two months on average, depending on the complexity of procedures and on the cooperation granted by participating agencies

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