The **eRegulations** system

AN ONLINE STEP BY STEP GUIDE TO BUSINESS-RELATED PROCEDURES

The **eRegulations system** is an electronic tool developed by the United Nations Conference on Trade and Development (UNCTAD) to help governments make rules and procedures fully transparent and facilitate business, trade and investment. It has been installed in various countries and cities worldwide, since 2005 (www.eregulations.org).

PROCEDURES FROM THE USER'S POINT OF VIEW

Procedures are presented **step-by-step**, from the user's point of view. Every necessary interaction with a civil servant is considered a step. The system shows all required information to complete each step:

- Name of the step
- Result of the step
- Entity/office/officer in charge, with contact data
- Requirements (forms and documents)
- Cost
- Duration (minimum and maximum)
- Entity/office/officer in charge of attending complaints, with contact data
- Legal justification
- Authority certifying that the step is correctly described

For each procedure, the system presents a list of required steps and a summary showing the entities involved, expected results, requirements, minimum and maximum processing time and all legal bases.
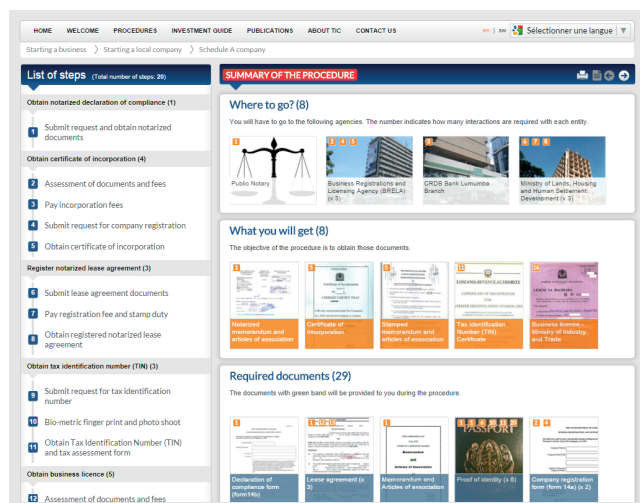
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AN ENTIRELY ADAPTABLE SYSTEM

eRegulations is a **Content Management System (CMS)**. All texts, colors, pictures and logos of the public interface can be modified, procedures and all the corresponding data can be registered and updated, menus can be organized and administration rights can easily be configured from an administrative interface.

Information is displayed through a user-friendly, public website. Users can interact with the site and its administrators through email and online chat, for any inquiry, suggestion or complaint. The public website is fully configurable, through a password protected administration website (extranet) which can be administered without computer expertise after a few hours of training. Data on procedures are registered and updated in the database through the administration website.

The system is installed on a local server or in the cloud, as decided by the recipient country. Technical maintenance doesn't require any specific technical knowledge (normal server maintenance). UNCTAD provides complete technical documentation. The source code is available upon request.

NATIONAL OWNERSHIP

User countries are granted an unlimited right to use the system and to configure it according to their needs. They decide freely which procedures they want to register and they maintain full ownership of all information in the database.

GUIDANCE AND TRAINING IN INFORMATION COLLECTION

Detailed information on procedures is often not readily available. The challenge is to adequately reflect procedures as they are practiced (and not how they are thought to be). Building a comprehensive and orderly list of steps and collecting, for every step, the required data (contacts, forms, requirements, duration, legal basis, etc.) usually requires repeated field visits to all offices involved. Keeping the information updated also implies a certain level of organization.

UNCTAD can assist countries in developing adapted methodologies and in building the capacity to collect and maintain the information on procedures.

MAIN BENEFITS

- Total **transparency** in rules and procedures and practical up-to-date description of steps to go through, from the user's point of view.

- Facilitates the **simplification** of procedures. Field investigations undertaken to collect the information are an opportunity for government agencies to review and streamline procedures. Once they are clearly documented online, it becomes easy to identify unnecessary steps and requirements.

- Promotes **public awareness** of rules and procedures and stimulates **public-private dialogue** thereon.

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