



The Business Facilitation program



EFFICIENT TOOLS AND POLICIES TO IMPROVE THE BUSINESS, INVESTMENT AND TRADE CLIMATE

UNCTAD's Business Facilitation Programme offers a series of efficient tools and participative methodologies to clarify and simplify procedures. Applied sequentially, they compose an integrated programme for the modernisation of public administration.

Aiming at producing quick and measurable results, the Business Facilitation programme was designed to reduce informality and corruption, to empower small entrepreneurs, to remove bureaucratic barriers to trade and investment and to increase government revenue.

THREE SEQUENTIAL COMPONENTS

1 THE eREGULATIONS SYSTEM: AN ELECTRONIC PORTAL TO CLARIFY AND PUBLICIZE PROCEDURES

The eRegulations system is an affordable, turn-key solution for governments to clarify and publicize administrative procedures. It shows administrative procedures step-by-step, from the user's point of view. For each step, it provides the following data: contact data (entity, office, person in charge), expected result of the step, required documents, cost, duration, legal justification and ways to complain. Users can complain online. Any type of administrative procedure can be documented/clarified through an eRegulations portal (company creation, tax payment, activity licenses, construction permit, import and export, etc.). eRegulations portals have been implemented in 26 countries.

Since the information is presented in a standardized way, procedures can be compared among countries and among cities where the system has been installed. This makes of eRegulations a good platform to harmonize procedures at the regional and national levels.



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2 | 10 PRINCIPLES TO SIMPLIFY ADMINISTRATIVE PROCEDURES

Once clarified, procedures are easier to simplify, by comparing the practice to the law and limiting the number of interactions and documents to what is necessary and sufficient. UNCTAD's "10 principles to simplify administrative procedures" generally allow governments to decrease steps and requirements by more than 50%, without changing the laws.

The Business Facilitation programme is particularly helpful to:

Improve the business and investment climate:

- Speed up business registration processes
- Boost formalization of small entrepreneurs
- Online single windows for licenses and construction permits

Trade facilitation:

- Trade portals (in application of art 1 of the WTO Bali Agreement)
- Online single windows for foreign trade (art 4.7, WTO Bali Agreement)

Good governance and regional integration:

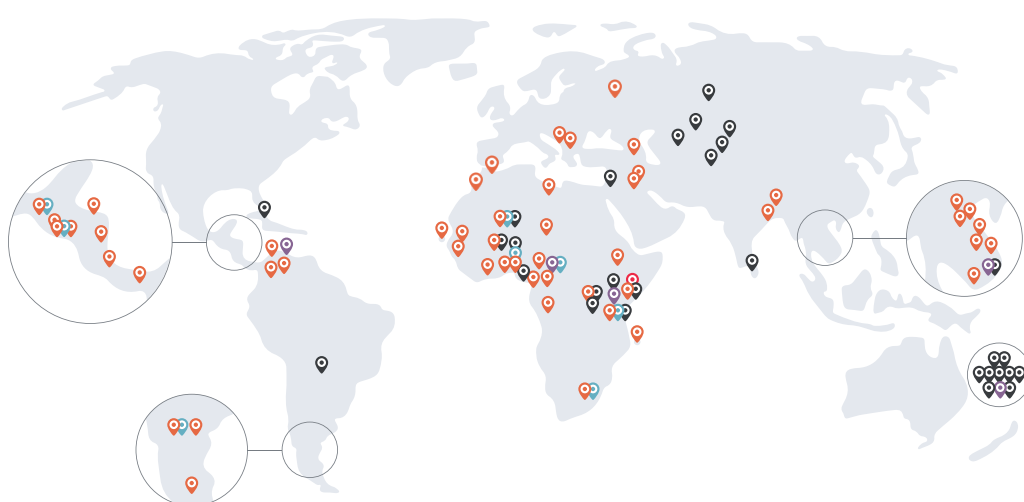
- Municipal online information portals
- Harmonization of procedures

3 | THE eREGISTRATIONS SYSTEM: ELECTRONIC SINGLE WINDOWS

Simplified procedures are computerized using UNCTAD's "eRegistrations" system, a web-based application conceived to create electronic single windows which allow simultaneous registration with multiple public agencies. Single windows for company creation have already been created in El Salvador, Guatemala and Tanzania. A single window for municipal licenses is in operation in Argentina.



BUSINESS FACILITATION MAP



94
SYSTEMS

IMPLEMENTED IN

57
ECONOMIES

OVER
4000
PROCEDURES
DOCUMENTED
ONLINE



REDUCTION OF BUSINESS
REGISTRATION STEPS,
FORMS AND DOCUMENTS

UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT

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