### **eregulations and eregistrations systems**

SIMPLIFYING PROCEDURES TO IMPROVE NATIONAL BUSINESS, INVESTMENT AND TRADE CLIMATES

#### **GLOBAL CONTEXT**

Facilitating business through simplified administrative procedures reduces informality and corruption, empowers small entrepreneurs, removes bureaucratic barriers to trade and investment and increases government revenue, thereby fostering enterprise creation and operation. It also increases competitiveness and ultimately contributes to economic growth. UNCTAD estimates that administrative and procedural transaction costs, excluding customs-related costs, constitute between 3 and 6 per cent of the value of internationally traded goods. There are thus opportunities for reductions in transaction costs and hence increased competitiveness.

UNCTAD's Business Facilitation Programme aims at seizing such opportunities and offers a series of efficient tools and interactive methodologies to clarify and simplify procedures. Applied sequentially, they comprise an integrated programme for the modernization of public administration.

## HOW DO E-TOOLS HELP BUSINESS REGULATIONS AND REGISTRATIONS?

UNCTAD's Business Facilitation Programme offers a series of efficient tools and participative methodologies to clarify and simplify procedures. Aiming at producing quick and measurable results, the Business Facilitation Programme includes three sequential components: eRegulations, eSimplifications and eRegistrations. The tools are developed at the request of beneficiary Governments.

The eRegulations system is an affordable, turn-key solution for Governments to clarify and publicize administrative procedures on the Internet. 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), the expected result of the step, required documents, cost, duration, legal justification and ways to complain. Any type of administrative procedure can be clarified through an eRegulations portal (e.g. company creation, tax payment, import and export).

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

# PROGRAMME FACTS AND FIGURES

Programme start date: 2005 Number of countries assisted per year: 6 (average)

### Programme coverage:

44 eRegulations systems and 4 eRegistrations systems implemented in 28 countries in Africa, Asia and Latin America

**Programme website:** unctad.org/Business-Facilitation

"10 principles to simplify administrative procedures" – eSimplifications – generally allow Governments to decrease steps and requirements by more than 50 per cent, without changing laws.

Simplified procedures are computerized using the UNCTAD eRegistrations system, a web-based application conceived to create electronic single windows which allow simultaneous registration with multiple public agencies.

### **RESULTS AND IMPACT AT A GLANCE**

- In El Salvador, the process to register companies has been reduced from 16 to 3 steps; 10 forms required by different administrations were merged into 1, and the duration of the process dropped from eight days to a maximum of three days.
- In the United Republic of Tanzania, companies can now be created with one form and in two steps online, within 10 working days. Prior to the implementation of the system, businesses had to go through 20 physical steps, complete 9 forms and wait 30 days.
- The World Bank's Doing Business ranking for the "starting a business" indicator in Guatemala moved up from 172 in 2013,

- to 98 in 2015 an improvement recognized by the National Competition Programme under the Ministry of Economy as owing in part to several simplified and streamlined procedures.
- All national eRegulations and eRegistrations systems developed by UNCTAD are listed in the Global Enterprise Registration portal, a joint initiative by UNCTAD, the Kauffman Foundation's Global Entrepreneurship Network and the Department of State of the United States of America. The portal gives direct access to official business registration websites worldwide and assessments of their user-friendliness.

### DONORS/ FUNDING SOURCE

Current: Self-financing by some user countries, Germany, Luxembourg, the Netherlands, Switzerland, European Commission, One United Nations Fund

Past: France

Business facilitation systems in place, by country

