



“Europeanization” of eGovernment

Workshop Transferring Good Practice

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Rifka Weehuizen

UNU-MERIT

European eGovernment

- European scale provision of eGovernment service
- European scale transfer of eGovernment good practice

Europeanization of eGovernment service provision

- Freedom of movement of persons
- Reduction of administrative burden
- Service Directive

Free movement of persons

EC Treaty Articles 12 and 39 prohibit restrictions on the basis of nationality. EU citizens have the right to travel, study, live, work and retire in other Member States, in principle under the same conditions as nationals of that Member State.

The needs of citizens

- MS public administrations aim to be citizen-centric
- Citizens increasingly mobile
- Public service provision not tied to citizen but to a geographical space.
- Mobile citizens at a disadvantage compared to non-mobile citizens.
- This is at odds with principles of equality and universal access.

Services Directive

Implementation of the EU Services Directive: the 27 Member States of the European Union have to achieve administrative simplification through (amongst others) the electronic processing of transactions by means of a single contact point by 28 December 2009.

Services Directive Article 52

“The setting up, in the reasonably near future, of *electronic means* of completing procedures and formalities will be vital for administrative simplification in the field of service activities, for the benefit of providers, recipients and competent authorities. [...] The fact that it must be possible to complete those procedures and formalities at a distance means, in particular, that Member States must ensure that they may be completed *across borders*.”

Services Directive Article 48

“In order to further simplify administrative procedures, it is appropriate to ensure that each provider has a single point through which he can complete all procedures and formalities (hereinafter referred to as “points of single contact”).”

Administrative burden reduction

- Administrative burden is costly (50 billion)
- In COM(2007) 23, the Action Programme for Reducing Administrative Burdens in the European Union, a reduction target of 25 % is proposed, to be achieved jointly by the EU and Member States.

Action Programme Administrative Burden

- The need for streamlining administrative procedures
- “To review whether the same information obligation is not requested several times through different channels and eliminate overlaps” (p.12). (one-stop-shop)
- “To require electronic and web-based reporting where paper based information gathering is presently required, using intelligent portals where possible” (p.12)

Key actors

- Big cities with a mobile, international population
- Small countries with an open international economy
- Euregions with lots cross-border activity
- Public sector organizations in MS aimed at certain professional groups (e.g. knowledge workers)
- The European Commission itself.

Key enablers

- European interoperability
- European identity management

Pathways

- Unilateral
- Bilateral, multilateral (intergovernmental cooperation)
- European level
- Parallel public space
- Good practice diffusion