

simplex

2006 Programme - Results









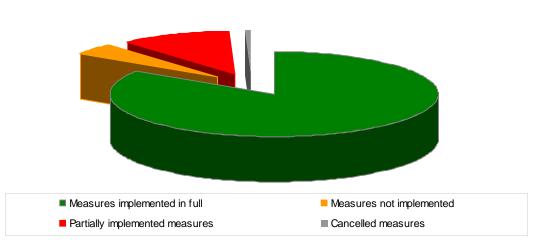
BALANCE SHEET





1 SUMMARY

OVERALL IMPLEMENTATION



Graph 1 - Programme Implementation

	No. MEASURES
Measures initially programmed	333
 Measures implemented in full 	280
 Partially implemented measures 	15
 Measures not implemented 	36
Cancelled measures	2

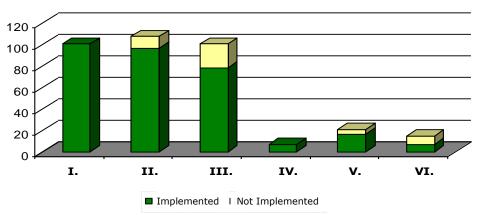
Table 1 - Programme Implementation

Overall Programme Implementation: 86.9%





IMPLEMENTATION BY AREA



I.	Elimination of certificates
II.	Elimination of paper / Dematerialisation
III.	Simplification / Debureaucratisation
IV.	Deregulation
V.	Easier access to public services
VI.	Consolidation of legal rules

Graph 2 – Implementation by area

	TOPIC	PLANNED MEASURES	IMPLEMEN-
I.	Elimination of certificates	101	100.0%
II.	Elimination of paper / Dematerialisation	108	89.6%
III.	Simplification / Debureaucratisation	81	74.0%
IV.	Deregulation	7	100.0%
V.	Easier access to public services	21	83.3%
VI.	Consolidation of legal rules	15	46.7%

Table 2 – Implementation by area





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KEY MEASURES

Implementation of key measures: 93.3%

FLAGSHIP MEASURES	STATUS
ELECTRONIC <i>DIÁRIO DA REPÚBLICA</i> AND FREE ACCESS FOR PRIVATE INDIVIDUALS	•
ON THE SPOT ASSOCIATIONS	•
ONCE UPON A TIME SINGLE REGISTRATION FOR BASIC AND SECONDARY SCHOOL	•
APPLICATIONS FOR PUBLIC HIGHER EDUCATION PLACES AND ELECTRONIC REGISTRATIONS	•
TIMELY DOCTOR'S APPOINTMENTS	•
SINGLE CONTACT POINT FOR JOB OFFERS AND REQUESTS	•
LOCAL AUTHORITY BUILDING PERMITS	•
ELECTRONIC COMPLAINTS TO THE INSPECTORATE-GENERAL OF TERRITORIAL ADMINISTRATION (IGAT)	•
PRE-COMPLETED ELECTRONIC INCOME TAX DECLARATIONS	•
SIMPLER TAX-RELATED COMPLAINTS	•
EASIER APPLICATIONS FOR SOCIAL BENEFITS AND RETIREMENT PENSIONS	•
PORTUGAL ONLINE: VIRTUAL CONSULATE	•
LESS BUREAUCRACY, MORE LEGALITY IN THE IMMIGRANT ADMISSION RULES	•
BORDERS AND IMMIGRATION SERVICE (SEF) USER RECEPTION CENTRE	•
EQUIVALENCIES FOR FOREIGN ACADEMIC QUALIFICATIONS	•
ELIMINATION OF CERTIFICATES PROVING THE NON-EXISTENCE OF DEBTS	•





FLAGSHIP MEASURES	STATUS
SIMPLIFICATION OF THE BUILDING FIRE SAFETY RULES	•
ELECTRONIC DECLARATION OF THE START, ALTERATION OR END OF TRADING	•
SIMPLIFICATION OF INDUSTRIAL LICENSING	•
SIMPLIFICATION OF COMMERCIAL LICENSING	•
DEMATERIALISATION OF THE EXPORT PROCESS	•
THE CAP ONLINE	•
RECONCILIATION OF THE ECOLOGICAL BALANCE AND THE DEVELOPMENT OF THE POPULATIONS LIVING IN NATIONAL ECOLOGICAL RESERVE (REN) AREAS	•
THE SINGLE VIRTUAL PORTHOLE	•
ELIMINATION OF THE REQUIREMENT FOR CORPORATE DEEDS TO BE NOTARISED	•
ELIMINATION OF THE NEED FOR CORPORATE LEDGERS	•
EASIER AND FASTER COMPANY DISSOLUTIONS AND LIQUIDATIONS	•
SINGLE FILING OF ACCOUNTS AND OTHER INFORMATION REQUIREMENTS	•
THE ELECTRONIC MAILBOX	•
ON THE SPOT TRADEMARKS	•

Table 1 - Key measures

- IMPLEMENTED
- PARTIALLY IMPLEMENTED
- NOT IMPLEMENTED





3 KEY RESULTS

ELECTRONIC DIÁRIO DA REPÚBLICA AND FREE ACCESS FOR PRIVATE INDIVIDUALS

- \triangleright Savings of € 3,000,000 per annum in final publication costs.
- Savings of \in 1,000,000 per annum in the cost of sending and communicating official acts for publication.
- A reduction of 1,400 tonnes in the amount of paper used each year.
- > An unquantified reduction in the consumption of chemical printing products.
- > An unquantified reduction in the consumption of plastic for packaging purposes.

Ending the publication of the DR on paper has led to a 57% rise in the average number of visits to the electronic version of the DR, without any reduction in the level of service.

ONCE UPON A TIME SINGLE REGISTRATION FOR BASIC AND SECONDARY SCHOOL

Overall rate of generalisation of the measure in 2006: 88%.

(DRE North: 85%; DRE Centre: 86%; DRE Alentejo: 97%; DRE Algarve: 95%).

TIMELY DOCTOR'S APPOINTMENTS

The ability to schedule hospital appointments electronically from local health centres has been extended beyond the 5 hospitals (one in each Regional Health Area) which the scheme was originally expected to involve, to a total of 8 so far: São João Hospital; Santo António General Hospital; Coimbra Paediatric Hospital; Santarém District Hospital; the Alentejo Coastal Hospital; the Lower Alentejo Hospital Centre; Faro District Hospital; and the Hospital Centre for the Barlavento area of the Algarve. In the first three months following the measure's implementation (to 10 January 2007), 1,012 requests for an initial appointment with a specialist were transmitted in this way.

SINGLE CONTACT POINT FOR JOB OFFERS AND REQUESTS

Data just for the NETEMPREGO (NETJOBS) website from 28 June 2006 to 10 January 2007:

- ➤ Job offers: 4,000.
- > Applications made via the website: more than 230,000.
- > Registrations for vocational training actions: 45,000.





ELECTRONIC COMPLAINTS TO THE INSPECTORATE-GENERAL OF TERRITORIAL ADMINISTRATION (IGAT)

In the first five months of operation, the system received 129 electronic complaints, which are now simpler to process and analyse and are generally handled faster.

EASIER APPLICATIONS FOR SOCIAL BENEFITS AND RETIREMENT PENSIONS

The Social Security Direct Service (SSSD) (<u>www.seq-social.pt</u>) currently offers 30 services online, 19 of which are for private individuals and 11 for enterprises. A few data to 10 January 2007:

- > Users: 220,115 of which 185,681 are private individuals.
- > Accesses: 1,012,401, of which 586,470 by private individuals and 425,931 by bodies corporate.
- > Employer registrations of new employees: 147,421.
- Requests for Declarations of Contributory Status (DSCs): 25,448.
- > Applications to register a change of address: 19,661.
- > No. of official documents issued to prove income for family supplement purposes: 18,630.

BORDERS AND IMMIGRATION SERVICE (SEF) USER RECEPTION CENTRE

Since October 2006 there have been 20,230 telephone contacts, which means that the measure has avoided the need for people to physically go to a SEF office at least 20,230 times, with the commensurate saving in time spent in lengthy queues.

Communication is currently possible in Portuguese, English, French, Russian, Ukrainian, Moldavian, and Creole.

DEMATERIALISATION OF THE EXPORT PROCESS

This system got under way on the 2nd of January 2007. By the 12th of that month, 5,809 declarations had been accepted electronically. It is estimated that this represents 60% of all the declarations made during that period.

RECONCILIATION OF THE ECOLOGICAL BALANCE AND THE DEVELOPMENT OF THE POPULATIONS LIVING IN NATIONAL ECOLOGICAL RESERVE (REN) AREAS

The change that was approved by this measure permits a number of hitherto prohibited actions and activities, which are deemed essential to the development of resident populations but do not endanger the safe-quarding of the ecological values that are protected by the RENs.

Examples include: the construction of buildings used to support farming activities and to house farmers themselves; basic sanitation infrastructures; extensions of existing industrial facilities, rural tourist facilities, and buildings used for housing purposes; and a variety of agricultural activities that are directly re-





lated to the use of the land.

THE SINGLE VIRTUAL PORTHOLE (JUP)

Dematerialisation of processes:

Ships:

Before JUP: more than 70 paper documents were required each time a ship docked at a port.

With JUP: ships now need to have at most 5 paper documents on board.

Cargo Manifest:

Before JUP: on average, more than 30 paper documents were required each time a ship docked at a port.

With JUP: no more paper at all.

Cargo tracing, and development and implementation of the 'inventory on the move' concept for logistical systems:

Before JUP: Manual, *a posteriori* control based on paper documentation that was submitted 1 to 2 days after the movements in question.

With JUP: Advance verification of electronic cargo declarations and online control of the physical movements of both ships and cargo at the country's three main ports (APDL, APL and APS), covering a universe of more than 7,000 ships and their cargoes each year.

Customs despatch:

Before JUP: On average, it took 3 to 4 days for cargo to transit a port and be despatched by the customs authorities.

With JUP: Advance customs despatch takes at most 1 to 2 hours, with cargo flowing without delays.

Procedural standardisation and simplification:

Before JUP: Each port had its own procedures and it was necessary to submit the same information to various bodies, one after the other.

With JUP: The required information is now standardised, and is submitted electronically once and then shared by all the bodies that need it. This "single desk" system is reducing administrative costs by an estimated 15 to 20%.

Shorter invoicing times:

Before JUP: On average, it took 3 to 4 days to process port invoices (the time it took to deal with all the paper documentation involved).

With JUP: Port invoices are now processed as soon as a ship leaves port.

More competitive maritime transport:

With JUP: The efficacy and reliability of the new port processes have led to a 12% increase in maritime transport.





ON THE SPOT TRADEMARKS AND ONLINE CONSULTATION

Obtaining a trademark "on the spot" means that it is now possible to register that trademark in one visit to a single desk and with one payment, and that the holder can immediately begin to sell products or services with all the ensuing legal security and certainty.

113 "on the spot trademarks" have been issued to date, and the service is available at 48 user reception points.

It is also possible to access the list of industrial property rights that are registered with the National Institute of Intellectual Property (INPI) online, as well as to monitor the situation of applications that have been made to the Institute.

- > This is making a major contribution to fostering Innovation in Portugal, by providing access to the information that is of fundamental importance to those who promote innovation in both the technological and commercial fields.
- In 9 months there were 143,424 searches for trademarks and other distinctive registered marks and protected inventions and designs (a daily average of 726 searches).
- > The number of pages accessed by users of the INPI website has more than quintupled, from around 3,200 to more than 17,300 each day.
- > The costs incurred by private individuals and enterprises have fallen, inasmuch as the use of this service does not entail the payment of any fee. This means that over €105,000 was effectively handed back to the market in 2006 (this figure for the amount which people and businesses saved was calculated by using the reduction in fees for INPI searches in 2005 and 2006 as a basis, and using it to estimate the saving for 12 months of online accesses).
- In 9 months the status of applications and requests that had been made to INPI was consulted 323,590 times (an average of 1,638 consultations a day). If all these consultations had been made in the traditional way, they would have cost €1,618,000.
- ➤ There has been an estimated reduction of 4% p.a. in INPI's internal costs (labour, paper, ink and so on) i.e. more than €150,000 a year.





4 INCOMPLETE MEASURES: THE REASONS FOR THE DELAY

About 13% of the Simplex 2006 Programme was not implemented, due mainly to four factors:

F I. FINANCING AND CONTRACTS

IMPACT ON PROGRAMME

6.0%

Almost half the situations in which measures were not (wholly or partially) implemented appear to be related to issues with the details of the authorisations for the expenditure involved, and to the time it takes to complete the procedures required in order to sign state contracts. These factors led to revisions in the dates for the conclusion of a number of measures. It is estimated that 15 of the measures which are currently considered not to have been implemented at all, and 7 of those which are deemed partially complete, may be concluded by April 2007.

F II. SIMPLIFICATION OF LEGAL RULES

IMPACT ON PROGRAMME

3.6%

The actual process of simplifying sets of legal rules throws up difficulties with both the planning and the implementation aspects of the question. One example of this is just how difficult it has been to implement the specific plans for legislative consolidation.

F III. ADMINISTRATIVE REORGANISATION

IMPACT ON PROGRAMME

1.6%

The reorganisation of services under PRACE turned out to mean that it was not possible to implement some measures, while the scope of a number of others had to be reduced.

F IV. THE EUROPEAN LEGISLATIVE PROCESS

IMPACT ON PROGRAMME

1,5%

The vicissitudes suffered by a number of legislative processes and the fact that the timetables for others were revised combine to explain why the implementation of some Simplex 2006 measures was delayed.





DETAILED RESULTS





IMPLEMENTATION

MEASURE

M001 – Creates a new accounting model that enables companies to submit their accounts electronically, all in one go, together with other declarations that they are legally obliged to make to the Ministries of Finance and Labour and Social Solidarity. Permits the computerised treatment of this data for statistical purposes, and thus does away with a whole range of surveys conducted by the Bank of Portugal and the National Institute of Statistics (INE), among others, to which businesses were previously obliged to respond.

M002 – Makes it possible to form companies online, on the Ministry of Justice's website.

M003 – Makes it optional for companies to subject certain official acts concerning their own existence to notarised deeds. These acts now only have to be registered with the Trade Registry.

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<u>M004</u> – Simplifies traders' lives by doing away with the bureaucratic and financial burdens inherent in keeping the inventory, balance sheet, ledgers and copies of transactions that are currently required for corporate book-keeping purposes. Books of the minutes of general meetings are still obligatory, but they no longer have to be legalised by the Trade Registry before they can be used.

M005 – Simplifies the company merger and demerger process. This measure does away with the need to register 3 acts with the Trade Registry, 4 publications in Series III of the paper version of the *Diário da República*, 1 notarised deed, and 2 publications in local newspapers; and replaces them with 2 registrations that it will be possible to make on a website, and 2 electronic publications on a website.





M006 – Simplifies the process of reducing a company's share capital, by doing away with both the need for a notarised deed and the intervention of a court.

M007 – Simplifies the process of dissolving and liquidating companies.

Makes notarised deeds optional in cases in which the shareholders or partners have simply decided to dissolve a company. Creates the "on the spot dissolution and liquidation" of companies, on condition that the shareholders or partners have unanimously decided to do so and have declared that the company has no assets or liabilities to liquidate.

Lays down causes why companies may be dissolved at the initiative of the State. Establishes an administrative procedure for Trade Registries to dissolve and liquidate companies, under which – with the exception of a few cases of liquidation – it is no longer necessary for a court to intervene or a court action to be brought.

M008 – Does away with the geographic limits to each Trade Registry's area of responsibility, and makes it possible to register things with any Registry, wherever the company in question's head office may be located.

<u>M009</u> – Does away with the registration of a number of official acts, particularly: the need for authorisation for the name of a retired or deceased shareholder or partner to remain part of a company's name; registration of the approval of a draft merger plan; and registration of the approval of a draft demerger plan.

M010 – Dematerialises the registration of official acts, thereby making it possible to apply for them online via the Ministry of Justice's website, without having to physically go to a Trade Registry.

M011 – Turns "normal" registrations into registrations "by declaration of deposit". Among other situations, this measure will apply to: corporate decisions to buy things from the company's own shareholders or partners; decisions to amortise/convert shares; private bond issues; and commercial powers of attorney.





M012 – Gives assistant conservators and other senior Registry staff additional powers and responsibilities in relation to registrations.

<u>M013</u> – Extends the responsibilities and powers for the authentication of documents and the official recognition of signatures to more agents. Trade Registries, lawyers, solicitors and chambers of commerce and industry can now authenticate documents and recognise the signatures that are affixed to them in person. Trade Registries can now also recognise the signatures of people who sign in their capacity as legal representatives.

M014 to M108 – As part of the process of simplifying the interaction between people and public departments and services, these measures do away with the need to submit certificates proving the absence of a criminal record in 95 situations that currently require one.

M109 – As part of the On the Spot Firm project, this measure makes an electronic form for immediately joining the consumer arbitration centre system available on the Ministry of Justice's website.

M110 – Makes an electronic form for automatically entering into arbitration agreements available on the Ministry of Justice's website.

 ${\underline{\bf M111}}$ – Makes it possible to form on the spot associations in one trip to a single Trade Registry.

Interested parties must go to a Trade Registry, where, in a single act at the same desk, they give the name they want for the association and choose a model for its articles of association from a list that is pre-approved by the Director-General of Records and Notarised Acts (DGRN). The Registry then immediately registers the new association and electronically publishes the official act creating it on the Ministry of Justice's website.





<u>M112</u> – Creates a website which is managed by the Ministry of Justice and is intended to hold and publicise permanent certificates for companies that join and pay for the service. While such a certificate is online, no public body may require any company that has joined the service to provide a certificate proving any of the facts contained in the online document.

<u>M113</u> – Begins a pilot project which provides an advance version of a precompleted income tax declaration for individual taxpayers for whom the available data is most reliable. This covers the amounts of income, retentions at source, and Social Security contributions to which the tax authorities have access. The measure develops and implements a "help/alert system" that advises people when facts or amounts differ from the information held by the public authorities.

<u>M114</u> – Alters supplemental obligations imposed by the Corporation Tax Code (CIRC). Does away with the requirement for the simultaneous existence of a dual accounting system: a) ledgers to record income of a non-business nature; b) an organised accounting system for income of a commercial, industrial or agricultural nature. Dispenses taxpayers from the need to keep organised accounts, if their income from the latter activities does not exceed a certain amount.

M115 – Extends the acceptability of dematerialised types of fiscally significant invoices and equivalent documents that are issued by persons or bodies who/which are subject to tax and are intended for end users. In conjunction with the recent changes to Executive Law no. 198/90 of 19 June 1990, this measure revises Ministerial Order no. 118/90.

<u>M116</u> – Changes the conditions applicable to the submission of certificates whereby a person or body renounces his/its exemption from VAT (IVA) on the transmission or rental of real estate properties, by allowing applications to be submitted and certificates issued electronically.





M117 – Changes the legal rules and bureaucratic/administrative procedures which require taxpayers to prove that their situation in relation to the tax and social security authorities is in order, as a condition for being able to apply for fiscal benefits, engage in certain types of activity, or practice certain acts.

The goal of this measure is to entirely dispense people and bodies from the requirement to provide certificates or any other documents concerning facts of this type in order to prove that they do not owe anything to the tax and social security authorities, when they already exist on/in public registers and archives,.

<u>M119</u> – Allows declarations concerning the start and cessation of trading or other activities by bodies corporate, and the alteration of the terms under which they engage in those activities, to be made via Internet; and dispenses taxpayers from the need to physically go to a tax office for this purpose. This process takes advantage of information which the Trade Registries now provide online (and became available at the same time as the On the Spot Firm service).

M120 – Dispenses taxpayers from the need for direct contact with the tax authorities in order to gain access to the certificates needed to recover VAT (IVA) paid outside Portugal, which can now be obtained via Internet.

 ${\underline{\bf M121}}$ – Enables churches based in Portugal and private charities (IPSSs) to electronically request VAT (IVA) refunds without having to provide paper copies of the supporting documents.

M123 – Makes electronic forms for the requests and applications provided for by the Customs Reform available on the Ministry of Finance's website.

M124 – Provides electronic forms for simplification requests related to the European Union transit scheme, on the Ministry of Finance's website.

<u>M125</u> – Provides electronic forms for requests for simplified procedures concerning proof of Community status, on the Ministry of Finance's website.





M126 - Provides electronic forms for requests for simplified procedures in relation to the T5 Control Document, on the Ministry of Finance's website. M127 - Provides electronic forms for requests for simplified customs declaration procedures, on the Ministry of Finance's website. M128 - Provides electronic forms for requests for the use of manufacturing formulae for export compensation purposes, on the Ministry of Finance's website. M129 - Eliminates, standardises and simplifies the formalities for users to join the various computerised customs systems, particularly: signature of the protocol needed to join the Automatic Customs Declaration Treatment System (STADA); signature of the protocol needed to join the New Computerised Transit System (NSTI); and prior registration of IEC operators for electronic declaration purposes (at www.dgaiec.gov.pt). M130 - Dematerialises and computerises the making of summary declarations in the "counter trademark" authentication process. M131 - Dematerialises export declarations and computerises and simplifies the procedures involved. Replaces paper export declarations with electronic ones. M132 - Automatically selects and computerises the controls on customs declarations.

<u>M133</u> – Dematerialises customs import declarations. Reformulates the STADA /Import software, by including new functions - particularly electronic certification,

and an extension of the automatic payment universe.

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M134 - Dematerialises customs vehicle declarations (DAVs) and Sole Import Documents (DUs), which operators can now send to the customs services electronically. M135 - Ensures the interoperability of the licensing database and STADA, with a view to the electronic authentication a number of certificates, including: (i) the Import Certificate; (ii) the Export Certificate; (iii) the Compensation Certificate. M136 - Ensures the interoperability of the licensing database and STADA, with a view to the electronic authentication of the import licences for the following: (i) textiles; (ii) steel; and (iii) drug precursors; and the export licences for: (i) dual use; and (ii) drug precursors. M137 - Provides electronic forms for requests for the monitoring of imports of footwear from China, and steel-related products, on the Ministry of Finance's website. M139 - As part of the process of granting Authorised Depositary status, this measure does away with the prior inspection of customs production warehouse facilities, if the industrial activity involved has already been licensed by another official body. M140 - Creates a single electronic document for the payment of customs guarantees (at www.dgaiec.gov.pt), with the option to post a guarantee anywhere in the country using an ATM, the Post Office (CTT), or a homebanking website. M141 - Dematerialises and simplifies the IT system used to support customs treasury and payment points and does away with the need for the existing written communications.





<u>M143</u> – Dematerialises, develops and implements the IT system used to support customs treasury and payment points by expanding the range of formats for paying customs DUCs via Internet or at a bank.

<u>M144</u> – Does away with the existing scattered legislation and the superimposition of different sets of rules governing the State's real estate assets. Revises those rules, with a particular focus on the procedures for purchasing property, signing new rental agreements, terminating rentals, and disposing of or demolishing property. Where disposing of real estate property is concerned, the measure does away with the need for prior authorisation by the Minister of Finance, in favour of limiting his intervention to a part in deciding what to do with the proceeds of the disposal.

<u>M146</u> – Does away with the need to consult the DGCI's regional and local services during the process of recovering credits administered by the Directorate-General of the Treasury (DGT). Information about debtors' asset-related and financial situations will now be consulted directly in the various fiscal databases, thereby speeding up the process and reducing the amount of late-payment interest paid by the debtors themselves.

<u>M147</u> – Simplifies the processes and procedures involved in making tax-related claims and complaints, by making it possible to submit the latter via Internet, consult the resulting file online, and send and receive communications and notifications electronically.

<u>M148</u> – Simplifies the submission of requests for the review of administrative decisions, non-judicial complaints, and requests for reviews of decisions by the Public Administration itself, under the terms of the Code of Tax Procedure and Process (CPPT). Makes it possible to both submit the original request and take further steps via Internet; eliminates internal circuits in cases in which the body with the authority to take the decision is not the one to which the request was submitted; and makes it possible for the decision to be automatically sent to the systems with responsibility for putting it into practice, for immediate implementation.





<u>M150</u> – Creates complete IT formats designed to provide people with all the information they need as learner drivers or licensed drivers, on the Directorate-General of Road Use's (DGV) website.

<u>M151</u> – Reduces the number of formal acts concerning licences to operate a driving school that require an official entry to be made on the licence itself. In future, only those acts that entail changing the data on the licence will require an official entry to be made.

M152 – Provides an electronic form for requests for official entries on licences to operate a driving school, on the Directorate-General of Road Use's (DGV) website.

<u>M153</u> – Provides an electronic form for applications for the issue or cancellation of, or an official entry on, a licence for a vehicle to be used for instruction purposes, on the Directorate-General of Road Use's (DGV) website.

<u>M154</u> – Makes an electronic form for applications to take the theoretical part of the driving test available on the Directorate-General of Road Use's (DGV) website; and does away with the requirement to attach photocopies of the learner's identity card, learner's licence and medical certificate to the request.

<u>M155</u> – Makes an electronic form for applications to take the oral part of the driving test available on the Directorate-General of Road Use's (DGV) website; and does away with the requirement to attach photocopies of the learner's identity card, learner's licence and medical certificate to the request.





<u>M156</u> – Provides an electronic form for applications to take the practical part of the test for a licence to ride mopeds or motorcycles with engines below 50 cm3, on the Directorate-General of Road Use's (DGV) website; and does away with the requirement to attach photocopies of the learner's identity card, learner's licence and medical certificate to the request.

<u>M157</u> – Provides an electronic form for applications to take the aptitude and behavioural part of the driving test (automobiles and motorcycles), on the Directorate-General of Road Use's (DGV) website; and does away with the requirement to attach photocopies of the learner's identity card, learner's licence and medical certificate to the request.

M158 – Provides an electronic form for requesting a review of the theoretical part of the driving test, on the Directorate-General of Road Use's (DGV) website.

<u>M159</u> – Does away with the requirement to attach photocopies of the applicant's identity card and/or existing driving instructor's licence to applications for the issue or updating of such licences. Replaces the requirement to attend a training course with an annual requirement to attend accredited courses given by training bodies.

<u>M160</u> – Makes an electronic form for applications to take the theoretical part of the driver's or automobile mechanic's test available on the Directorate-General of Road Use's (DGV) website.

<u>M161</u> – Provides an electronic form for applications to take the practical part of the driving test for a category or subcategory of vehicles, on the Directorate-General of Road Use's (DGV) website.

<u>M162</u> – Makes an electronic form for applications to take the driving examiner's course available on the Directorate-General of Road Use's (DGV) website.





M163 – Provides an electronic form for applications to take the written, oral and practical tests included in the driving examiner's course, on the Directorate-General of Road Use's (DGV) website.

<u>M164</u> – Provides an electronic form for requesting a review of the written part of the examinations to become a driving instructor, deputy director of a driving school, driving examiner, or vehicle inspector, on the Directorate-General of Road Use's (DGV) website.

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<u>M165</u> – Provides an electronic form for applications for the revalidation of, or an official entry on, an existing document, on the Directorate-General of Road Use's (DGV) website.

<u>M166</u> – Provides an electronic form for interested parties to request the transfer of files concerning driving tests or vehicles from one regional DGV office to another, on the Directorate-General of Road Use's (DGV) website.

M167 – Provides an electronic form for requesting the change of the address on a learner's licence, with an immediate print-out of the new document, on the Directorate-General of Road Use's (DGV) website.

 ${\underline{\bf M169}}$ – Provides an electronic form for applications for authorisation for the transit of vehicles transporting dangerous substances, on the Directorate-General of Road Use's (DGV) website.

<u>M170</u> – Provides an electronic form for applications for the issue of a disabled person's parking permit, on the Directorate-General of Road Use's (DGV) website.

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M171 – Identifies and harmonises the criteria for alert and warning systems for accidents involving the breach of a dam, makes them easier to understand and access, and facilitates the implementation of rules and procedures.

<u>M173</u> – Replaces the 9 existing documents (the resident's permit, four types of work visa, the student's visa, the extension of permission to remain with authorisation to work, the temporary visa, and the authorisation to remain) which allow people to live and work in Portugal, with a single one: the resident's permit. Creates a set of rules for immigrants that is transparent, is adapted to the reality of today's migratory flows, and guarantees immigrants a single legal status.

<u>M174</u> – Develops and implements a multi-channel, multi-language user reception centre with the ability to provide information and schedule official acts that fall under the responsibility of the Borders and Immigration Service (SEF), thereby helping to ease the congestion in, and facilitate access to, the various different SEF offices.

<u>M175</u> – Does away with the requirement for citizens of other EU states to apply for a resident's permit from the Borders and Immigration Service. They are now merely required to register with the local authority where they live.

<u>M176</u> – Makes it possible send a foreign citizen's residence document or refugee identity card directly to his/her home address.

<u>M177</u> – Consolidates all the legislation governing the grant of licences and authorisations to broadcast television and radio transmissions, and the registration of media bodies.

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<u>M178</u> – Changes the obligatory prior licensing of industrial establishments included in Regime 4, into a system that requires the prior declaration of the intention to engage in industrial activities. Articulates the new system with the legal rules governing urban development and construction.

<u>M179</u> – Changes the obligatory prior licensing of food trading establishments, and certain non-food and service establishments, into a system that requires the prior declaration of the intention to engage in the commercial activities in question. Articulates the new system with the legal rules governing urban development and construction.

<u>M180</u> – Simplifies the procedures for consultation and the issue of formal opinions included in the industrial licensing rules, whenever the project design has already been validated by an accredited body. This measure reduces both costs and the time it takes to obtain a final decision, with the ensuing positive effects on job creation and the stimulation of economic activities.

M181 – Simplifies the National Framework for the Application of the Community Eco-Label Award System (QNASCARE).

M182 – Typifies and differentiates between fuel storage licensing procedures, depending on their size and the characteristics of the products involved, thereby reducing costs and the time it takes to obtain a final decision.

M183 – Decentralises the process of licensing public fuel service stations to the Regional Directorates of the Economy (DREs). Creates measures for controlling fuel quality, ensuring the existence of a credible and accessible register, and standardising safety and security criteria.





M184 – Dispenses public service electricity installations from the need for an establishment licence, whenever the public electricity distributor in question declares that it has obtained the appropriate authorisations from the owners of the land or places that are crossed by the electricity lines.

<u>M185</u> – Alters the model for certifying electricity installations, by dispensing them from the requirement to submit a project design in certain situations. Reclassifies private service facilities and extends the simpler procedures which are applicable to them to a larger number of installations.

<u>M186</u> – Does away with the requirement for electricity installations in environmentally protected areas to be classified as being in the public interest.

<u>M187</u> – Exempts the technical specialists who are responsible for private service electricity installations from the requirement to register with the Central Public Administration before they can engage in such work. The professional qualifications required for this activity are now recognised by the applicable professional associations. Imposes a form of civil liability insurance for the design, construction and operation of such installations.

M188 – Does away with the obligatory autonomous administrative act of registering industrial establishments – commonly known as the Industrial Register (CI) – and with the Industrial Establishment File.

<u>M189</u> – Dematerialises and simplifies the procedures involved in the issue of formal opinions in relation to applications for the Measures to Support the Existing Association Infrastructures in the Tourist Field (MAAIAT).

M190 – Dematerialises and simplifies the procedures involved in the issue by the Directorate-General of Tourism (DGT) of formal opinions on the "economic substance" of corporate reorganisations in the tourist field.



accommodation to operate.



M191 - Creates an online system for communicating with municipal authorities about all the various phases of the process of licensing rural tourist developments.
 M192 - Creates an online system for communications between all the bodies that take part in the process of classifying Nature Tourism projects.
 M193 - Does away with the requirement to register hotel directors with the Directorate-General of Tourism (DGT).
 M194 - Collects information, creates a set of online forms, and clarifies the process involved in licensing companies that wish to trade as travel and tourist agencies.
 M195 - Collects information, creates a set of online forms, and clarifies the legal rules governing access to and trading in the tourist entertainment business.
 M197 - Alters the existing categories of accommodation format in such a way as to cover the different realities that actually exist in the rural tourism world, and gives

<u>M199</u> – As part of the On the Spot Trademark project, simplifies the processes involved in registering ownership of company names and trademarks. These can now be registered (in principle) in one hour, instead of the 12 months it takes at present, and this registration takes place in one go at a single desk – namely one of the Company Formality Centres (CFEs).

the Regional Directorates of the Economy (DREs) the power to authorise places of

<u>M200</u> – Permits the free online consultation of registered trademarks and other distinctive marks, and of protected inventions and designs.

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M201 - Permits the free online monitoring of all the applications for trademarks, patents and designs that are received by the National Institute of Industrial Property (INPI).

<u>M202</u> – Centralises the registration of private charities (IPSSs), which is currently in the hands of a number of different Ministries, at the Ministry of Labour and Social Solidarity. Clarifies, simplifies and standardises criteria and procedures. Replaces the current regulations with new ones that particularly permit the computerisation of the registration instruments.

<u>M203</u> – Centralises the registration of mutual associations, which is currently in the hands of a number of different Ministries, at the Ministry of Labour and Social Solidarity. Clarifies, simplifies and standardises criteria and procedures. Replaces the current regulations with new ones that particularly permit the computerisation of the registration instruments.

M204 – Does away with the need for a formal opinion from the Directorate-General of Social Security (DGSS) in the processes involved in confirming the fiscal benefits applicable to individual charitable donations.

<u>M205</u> – Defines the "single interlocutor" in the licensing of social assistance establishments that are managed by private bodies; organises joint inspections by the various bodies with responsibility for this area; does away with the requirement to submit a number of documents; reduces the existing deadlines; and publicises official acts that currently have to be published in the *Diário da República* on the Social Security Service's website instead.

M206 – SPET@NET – Allows personalised online consultation of the status of debts owed to the Social Security Service, and develops and implements online services related to the process of executing such debts.





<u>M207</u> – Provides electronic forms that make it easier for social security contributors, official departments, and the various different Social Security Service bodies to contact one another (more frequent information, the ability to schedule meetings, and so on), on the Ministry of Labour and Social Solidarity's website.

<u>M209</u> – Creates an IT interface for Ministry's Social Security and Employment Departments to exchange data. This interface makes it possible to transfer information between the IEFP's information system and the various subsystems of the Social Security information system, thereby increasing the control of the management of the unemployment benefit and simplifying the process of awarding the right to the benefit.

<u>M210</u> – Creates an IT interface between the Social Security Service and the Ministry of Finance, for exchanging information about the start and end of trading by companies and self-employed persons, thereby dispensing the latter from the requirement to provide this information to the Social Security Service.

<u>M212</u> – Creates an IT interface between the Social Security Service, the Ministry of Justice, and the Chamber of Solicitors (CS), so that they can all access: the complete personal details and addresses of the parties in court cases; and specifically, in cases in which debts are in the process of being executed, financial information – particularly the amounts of the executed parties' remuneration, benefits and pensions.

M213 – Enables private individuals to apply for certain social benefits and pensions via Internet, using the Social Security Direct service.

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<u>M214</u> – Enables private individuals to request the issue of a declaration of their social security contribution situation via Internet, using the Social Security Direct service.





<u>M215</u> – Enables social security contributors to change their address via Internet, using the Social Security Direct service.

<u>M216</u> – Via the Social Security Direct Internet service, provides a pension simulator which takes its information from the resident databases in the Social Security Information System (SISS).

M218 – Does away with the requirement under which beneficiaries of the Family Supplement (AF) had to provide annual proof of the income of their immediate family. Replaces this documentary proof with the automatic use of the information contained in the beneficiary's Personal Income Tax (IRS) declaration. Taxpayers who are exempt from the requirement to submit IRS declarations are assumed to possess limited incomes, without prejudice to the possibility that they may be the object of random inspections or be required to prove their initial and subsequent incomes.

<u>M219</u> – Does away with the requirement to submit documents proving the start and end of trading and any changes to the terms under which trading is conducted, which the Social Security Service (SSS) used to need in order to assess the contractual and contribution-related bonds between private individuals and bodies corporate. The tax authorities now automatically send this information to the SSS instead.

<u>M220</u> – Transfers the responsibility for verifying compliance with the requirement for unemployment to be involuntary, to the Institute of Employment and Vocational Training (IEFP), thereby avoiding the need for a beneficiary to display and submit documentary evidence to two different bodies. This information will now be sent to the Social Security Service electronically, together with the other data needed to fulfil the responsibilities with which the IEFP is already charged.





M221 – Generalises the acceptability of digitalised documents that are certified by whoever issued them, as documentary proof in a number of processes – particularly the award of benefits – and lays down an appropriate set of rules for the applicable sanctions.

<u>M224</u> – Simplifies the application procedure used in the Training Body Accreditation System (SAEF), and increases the positive effects which the system is having on training quality. Replaces documentary proof (evidence of compliance with accreditation requirements) with a self-assessment report in a format and using a method provided by the Institute of Training Quality (IQF).

<u>M225</u> – Provides electronic forms for applications under the Training Body Accreditation System (SAEF), on the Ministry of Labour and Social Solidarity's website, thereby minimising the documents needed to prove that accreditation is justified.

<u>M226</u> – Creates an IT interface between the Social Security Service and the Institute of Employment and Vocational Training (IEFP), for use in relation to the Social Insertion Income (RSI) system, thereby doing away with the requirement for the beneficiary to submit a declaration of registration with the Job Centre in his/her area of residence.

M227 – Provides electronic forms for use by any unemployed person who is registered with a Job Centre and needs to ask for a declaration proving that status in order to reduce the rent of his/her low-cost social housing, on the Ministry of Labour and Social Solidarity's website.

<u>M228</u> – Provides electronic forms for use by any unemployed person who is registered with a Job Centre and needs to ask for a declaration proving that status in order to apply for legal aid, on the Ministry of Labour and Social Solidarity's website.





<u>M229</u> – Does away with the need for formal opinions from Municipal Authorities and Regional Coordination and Development Commissions (CCDRs) about the usefulness of creating new bodies in their areas of responsibility, which was previously a requirement under the various Job Creation Programmes (PCEs).

<u>M230</u> – Creates a single contact point for employers offering and persons looking for jobs in the public or private sectors, or for vocational training opportunities, on the Citizen's Website. This measure thus provides a simple, fast means of consulting job offers, applying for jobs, and hiring staff.

<u>M231</u> – Facilitates actions and activities that are essential to the development of resident populations in areas included in the National Ecological Reserve (REN) – particularly the construction of facilities needed to support farms and rural tourist businesses. Safeguards the ecological assets protected by the REN, while seeking to articulate and harmonise the ecological balance with the development of the people living in REN areas.

<u>M239</u> - Does away with the need for formal opinions from Regional Coordination and Development Commissions (CCDRs) in the processes involved in licensing: cemeteries; built structures in the protective zones surrounding public buildings; and built structures along national highways that are not classified under the National Highway Plan (PRN).

M241 – Creates a Housing Website, which provides people with the relevant information about the pool of publicly and privately owned housing.

M242 - Approves the new Technical Guide to Urban Rehabilitation (GTRU).





<u>M243</u> – Harmonises standard texts and procedures used in relation to the National System for Information on Title to the Use of Water Resources (SNITURH) with those used by regional bodies in the processes involved in awarding water-related concessions. The objective of this measure is to make the procedures faster and more responsive and to reduce the time it takes to consider applications.

M246 – Creates electronic working spaces for groups with specific interests – particularly the commissions that monitor specific waste flows.

<u>M247</u> – Simplifies the procedures for registering and suspending, modifying, or cancelling the registration of Non-Governmental Environmental Organisations (ON-GAs) and similar bodies on the National Register. Simplifies the procedures for granting and monitoring financial support.

M248 – Simplifies the formal opinion that is required in order to confirm an ONGA's environmental interest status under the Statute governing Charitable Donations.

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<u>M249</u> – Following the adoption of the Bologna Process, this measure formally downgrades the alterations in a higher education study plan from Ministerial Order status to that of an order given by a University Rector or the President of a Polytechnic Institute.

<u>M250</u> – Formally downgrades authorisations to combine public and private functions in higher education establishments from the status of a Ministerial Order to that of an order issued by a University Rector or the President of a Polytechnic Institute.

M251 – With effect from the forthcoming academic year, introduces electronic processes for applying for public higher education places, and generalises the use of electronic processes for registering with higher education establishments.





M252 - Brings in a new equivalency system for the pursuit of higher education studies. The new system uses the European Credit Transfer and accumulation System (ECTS) to credit people with all the higher-level training they have received in the same field and at the same level, in Portugal or abroad, and does away with the old system of subject-by-subject equivalency.

<u>M253</u> – Creates an equivalency system for higher education courses that takes account not only of academic qualifications, but also of acquired professional qualifications and experience, thereby responding to situations in which professional mobility between countries is hampered by the differences between their training models.

<u>M254</u> – Alters the procedures for changing, and transferring between, courses. There is now a single system for students from both Portuguese and foreign learning establishments, which expands the limits on admissions and simplifies the procedures involved.

M255 – Simplifies the process of awarding study grants to higher education students, by reducing the number of documents they have to submit and standardising the process and procedures involved in analysing applications.

<u>M256</u> - Simplifies the process of hiring foreign teachers and researchers, by doing away with the bureaucratic measures which made it hard to recruit highly qualified staff from other countries.

<u>M257</u> – Simplifies the rules for authorising foreign trips by teachers and researchers at public higher education and scientific and technological research institutions, in order to take part in activities related to research projects or in scientific meetings. The governing bodies of the institutions in question are now responsible for authorising such trips.





M258 - Does away with the Minister of Science, Technology and Higher Education's role in the approval of changes in the budgets of public higher education and scientific and technological research institutions. M259 - Dematerialises about 18 forms linked to the school census process. These forms, which are now completed and submitted electronically, fulfil a number of purposes and cover various levels of education. **M260** - Creates electronic forms for requesting authorisation to create Private or Cooperative Learning Establishments (EEPCs). Applicants no longer have to physically contact the Ministry, and are now able to access structured information more easily via Internet. M261 - Creates electronic forms for applying for the grant of Pedagogical Parallelism/Autonomy for Learning Establishments. People will find it easier to access the structured information that is now available on the Internet, and both the application and the information that has to be attached to it can now be sent by e-mail. M262 - Creates electronic forms for requesting authorisation to operate new Vocational Schools. Interested parties will find it easier to access the structured information that is now available on the Internet. M263 - Simplifies access to technical and legal information and provides online technical guidelines for the process of creating or increasing the capacity of Preschool Education Establishments (EEPE) with private charitable (IPSS) status. Creates a direct e-mail service for this purpose. M264 - Creates electronic forms for applications to operate private vocational

schools, and provides systematised, useful technical and legal information online.





M266 – Does away with the annual requirement to re-register basic and secondary school students who stay at the same learning establishment. This measure will apply to the majority of schools from the beginning of the forthcoming academic year.

<u>M267</u> – Does away with the role which the central departments of the Ministry of Education used to play in the decision whether to grant equivalency. Gives learning establishments the full power to decide the equivalencies applicable to the qualifications issued by foreign education systems, be they held by Portuguese or by foreign citizens, using the definitions set out in official tables as the basis for doing so.

<u>M272</u> – Creates a system for, and a national database of, agricultural cooperatives to replace the manual process of recording information, conducting technical and documentary analyses, and issuing formal opinions and certificates. The new system is accessible to applicants themselves, Regional Directorates of Agriculture (DRAs), and the central department which manages it.

<u>M273</u> – Creates a system for, and a national database of, Group Agricultural Societies (SAGs) and similar forms of association. This makes it possible to replace manual processes for recording information, conducting technical and documentary analyses, and issuing formal opinions and permits. The new system can be accessed by the applicants themselves, Regional Directorates of Agriculture (DRAs), and the central department which manages it.

<u>M274</u> – Simplifies the process of homologating training courses for technical specialists in biological agriculture and accrediting training bodies to conduct courses/actions. The measure creates an online system for providing information about training actions.

<u>M275</u> – Simplifies the process of homologating training actions for coordinators of vocational training actions and accrediting training bodies to conduct courses/actions. The measure creates an online system for providing information about such actions.





M290 - Does away with the requirement for the issue and possession of two documents in the fisheries field. Replaces the 'vessel activity logbook', and the process of authorising and replacing the 'vessel fishing licence' with a new fishing licence, which will include the information that is currently contained by these two documents. **M291** – Provides an electronic form for requesting authorisation to engage in sport fishing, with a renewal system that includes payment via ATM, on the Ministry of Agriculture, Rural Development and Fisheries' website. M292 - Does away with the requirement for the issue and possession of two documents concerning the production of "generoso" must. M293 - Dematerialises and simplifies the processes involved in certifying the "Porto" and "Douro" denominations of origin. Certifications can now be requested electronically at www.ivdp.pt. M294 - Dematerialises and simplifies the processes involved in issuing quality control certificates. Certificates are now issued electronically at www.ivdp.pt. **M295** – Dematerialises and simplifies the processes involved in approving labels. Mock-ups can now be submitted electronically. **M296** – Dematerialises and simplifies the processes involved in issuing analysis bulletins, which are now available electronically at www.ivdp.pt.

M297 – Simplifies the process of using digital geo-referenced information to assess

environmental impacts, and makes it more flexible.





M298 – Provides an electronic form for requesting the issue of a formal opinion on the agricultural use of muds from Waste-Water Treatment Stations (ETARs), on the Ministry of Agriculture, Rural Development and Fisheries' website.

<u>M299</u> – Provides an electronic form for requesting the issue of a formal opinion on the agricultural use of transformed animal sub-products, on the Ministry of Agriculture, Rural Development and Fisheries' website.

<u>M300</u> – Creates a system for registering economic agents and authorising the issue of phytosanitary passports. The new system makes it possible to provide information and forms at a single information point, which is to be created by the Algarve Regional Directorate of Agriculture and Fisheries (DRAALG).

M303 – Provides electronic forms for fulfilling the requirement for the persons or bodies who/which are responsible for public works projects to send the Institute of Public and Private Works Markets and Real Estate (IMOPPI) a list of projects for which contracts have already been awarded and a list of additional work, on the Ministry of Public Works, Transport and Communications' website. This information no longer has to be sent on paper.

<u>M304</u> – Provides an electronic form for registering designers and installers of telecommunications infrastructures in buildings (ITED), on the Ministry of Public Works, Transport and Communications' website. The new system includes a number of technical improvements in a process that had already been dematerialised, particularly: the integration of the navigation structure; the creation of an access to the help-desk service; and the online digitalisation of the certificates of compliance and the declarations of responsibility issued by certifying bodies.





<u>M305</u> – Provides an electronic form for issuing aptitude examination certificates (the 'Radio Ham Service'), on the Ministry of Public Works, Transport and Communications' website. The new system includes a number of technical improvements in a process that had already been dematerialised, particularly the integration of the navigation structure, and the creation of an access to the help-desk service.

<u>M306</u> – Exempts radio-communications stations and networks from the requirement to hold a licence, on condition that their technical operational characteristics are those laid down in advance and published in the *Diário da República*, and they do not have a negative effect on the operation of other such stations.

<u>M307</u> – Provides a single, standardised form for the mandatory notification of accidents and incidents involving civil aircraft, on the GPIAA's (Ministry of Public Works, Transport and Communications) website. This system subsequently provides reports on the investigations into such accidents and incidents, and describes the various management instruments involved, as well as the activities of and the resources allocated to the GPIAA.

<u>M308</u> – Creates the Single Virtual Porthole, which centralises the information, documentation and processes concerning the various bodies that work at the country's ports in a technological platform. Enables economic agents to connect to a single system which provides them with all the information they need; and makes it easier for public bodies to gather the information they require and take administrative decisions electronically.

The Single Virtual Porthole will be a "Single Virtual User Desk" that will make it possible to dematerialise administrative procedures and create the conditions needed for the interoperability of the various state authorities' (ports, maritime, customs, borders, health, and veterinary) information systems.

<u>M309</u> – Creates a single permit for carrying passengers by road in buses and coaches and carrying goods by road, in Portugal and abroad.





M311 – Creates a multimedia system for exams for the professional certification of: road passenger carriers; professional taxi drivers; goods transporters; and road breakdown services.

<u>M317</u> – Provides a form for applying for licences for passenger road transport vehicles and goods transport vehicles, on the Ministry of Public Works, Transport and Communications' website.

M318 – Creates an "Explanatory guide to the procedure for reducing the obligations imposed on the owners of real estate property bordering the public railway domain and the neighbours of property that forms part of that domain". The guide includes the content, and explains the organisation, of the application for a reduction in such obligations, the documents that must be attached to such applications, and the standard text of the applications themselves. It is available on the INTF's website.

<u>M319</u> – Creates an "Explanatory guide to the procedure for issuing licences for the business of providing rail transport services". This guide is available on the INTF's website.

<u>M320</u> – Creates an "Explanatory guide to the procedure for issuing safety certificates". The guide is available on the INTF's website.

<u>M321</u> – Creates an "Explanatory guide to the procedure for authorising the Construction, Entry into Service, and Operation of Cable Facilities for the transport of persons". The guide covers the content and organisation of the application for authorisation, the documents that must be attached to such applications, and the standard text of the applications themselves. It is available on the INTF's website.



gal or a consular office.



M322 - Examinations for and issue of the Recreational Sailor's Licence. Creates an Internet-based system for the online collection of information from Recreational Sailing Training Bodies (EFNRs). M323 - Alters the rules governing radio-electric licences, in such a way that the Station Licence is no longer equivalent to a safety licence. M324 - Does away with the issue of "ship passports". There is no record of any such document being issued by other maritime authorities. M325 - Creates an Internet-based system for collecting information from the port community (harbour authorities, shipping agents, and customs authorities). This measure is designed to debureaucratise and simplify the procedures for the entry, departure and manoeuvring of ships and the movement of cargoes. M326 - Improves the existing communication channel concerning the progress of the high-speed rail project, by placing it on the Internet. M327 - This measure ensures that the REFER website lists the procedures and contacts applicable to the different types of requests for formal opinions / information on the delimitation of the public railway domain, and for the issue of temporary licences to occupy land which forms part of that domain. M328 - Provides Internet-based information and services that enable Portuguese citizens living abroad to make applications to, and interact with, the departments

and services of the Public Administration, without having to physically go to Portu-





M329 – Grants both full legal value and free private access to the electronic version of the *Diário da República*. Simplifies the rules governing publication therein and makes it easier to consult, including by merging parts A and B of Series I, reordering Series II A, and doing away with Series III A. Limits its publication on paper to the number that is strictly necessary for official archives and private subscriptions (the latter will be charged at the real cost), with the inherent reduction in both financial and environmental costs.

<u>M330</u> – Makes it possible to make hospital appointments electronically from local health centres. Simplifies the procedure and attaches medical information to the appointment request; bases such requests on medical criteria; and informs the patient about the waiting time for his/her appointment.

<u>M332</u> – Enables private citizens to electronically make complaints about local authority procedures which they allege break the law, via the IGAT website. Such complaints now employ a standard format that makes it possible to gather the essential information about the situation in question.

<u>M333</u> – Provides a certified electronic mailbox for each private individual who joins the service. Delivery and reception are guaranteed, and the holder can use it from anywhere in the world. This electronic mailbox will permit fast, secure contacts between private individuals and public and private bodies with which they are in contact in the exercise of their rights, in the fulfilment of their obligations, and in relation to service contracts. It makes it easier to pay bills, provide information, and send and receive.

- IMPLEMENTED
- PARTIALLY IMPLEMENTED
- NOT IMPLEMENTED
- CANCELLED