



Only Once as a means of administrative simplification in Belgium

**SCOOP4C stakeholder
workshop**

26th April 2018

Brussels

.be

Administrative simplification



Administrative simplification refers to all the steps taken to facilitate and simplify the administrative formalities that citizens and companies need to carry out in order to comply with the rules imposed by the authorities.



Situation

Citizens and companies are confronted with administrative burden when it comes to share the **same information several times to different public entities** via:

- legislation to comply with;
- forms to be completed;
- registration and accreditation requirements to be met;
- documents or data to be shared;
- Etc.



Complication

Administrative simplification not only involves **citizens** and **businesses**, but also the **government** itself;

Today's focus is more on **innovation** and **value-added** production for users, rather than on administrative burden assessment;

Coordination between the many administrative simplification services, owners of authentic sources, integrators and administrations;

Collaboration between federal, regional and local public administrations.



Solution

Accelerated implementation of the "**Only Once**" law and program in all administrations

The review of **regulations** (regulatory management);

The use of information and communication **technologies** (e-government);

More efficient organization of **procedures** (business process reengineering);

Better **dissemination of information** between public entities and towards citizens and businesses (authentic sources and communication).

The 'Only Once' law and program



The 'Only Once' law



"Law of 5th May 2014 guaranteeing the principle of single data collection in the functioning of services and entities which are responsible for carrying out certain tasks for the authority as well as simplifying and equalising electronic and paper forms"

(M.B. 4th June 2014)



Objective:

Simplification of the administrative (information) obligations for citizens and legal entities by:

- Mandatory re-use of the available data – **authentic sources**
- Equalization of paper and electronic forms



Scope:

- All Belgian federal public services and entities (incl. the judicial order and the local/federal police)
- Natural and legal persons with general interest tasks (notaries, bailiffs, social insurance funds, etc.)



Basic principles :

- Single data collection principle
- Mandatory use of unique keys:
 - Natural person: national register or Bis CBS number
 - Legal person: CBE enterprise number
- Mandatory use of authentic data sources
- Expanding the use of intelligent web forms

The 'Only Once' program

1

Inventory

2

Analysis

3

Implementation



Projectplan



Main
Objectives to
achieve

Administrative Simplification

Increase in Efficiency

Fraud Prevention



Only Once Law (2014)

Basic
Principles

Mandatory use of unique keys
(Art. 4)

Mandatory re-use of available
data (Art.12/13)

Equalization paper and
electronic forms
(Art. 9)



Projectplan

Program
management

Support implementation of Only Once

PMO implementation Only
Once: through sensitization,
inventory, screening and
analysis of legislation on
compliance and proposing
actions

Evaluation approach: in order
to identify bottlenecks and
best practices

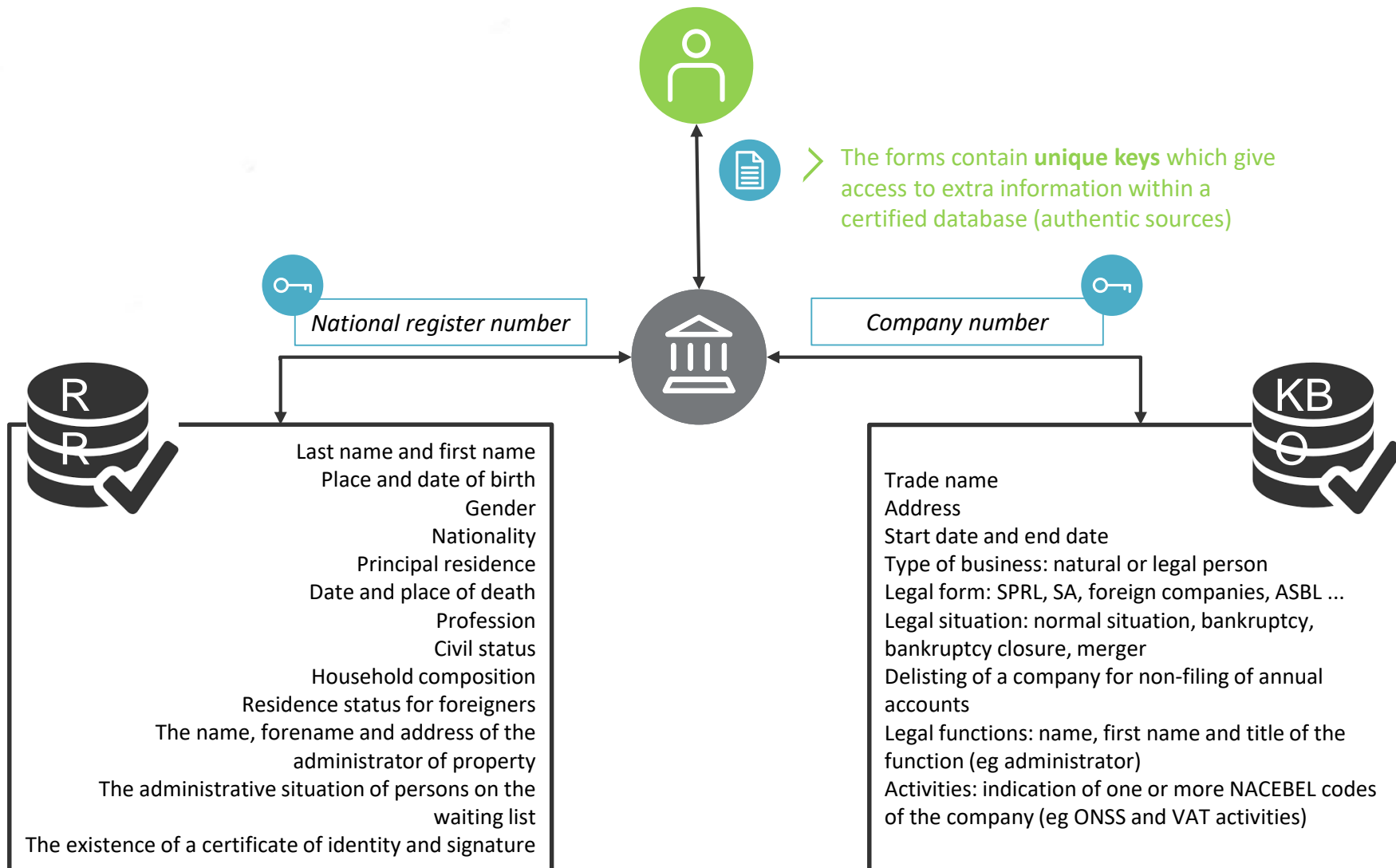
Enhance the mandatory re-
use of electronic data flows
and disclosure of authentic
sources

Implementation,
simplification and follow up of
IWF's in collaboration with
service integrators (DT FPS
BOSA)

Notification management via
www.simplification.be
collecting notifications of citizens
and companies
and providing a tailored solution in
cooperation with the responsible
federal institution

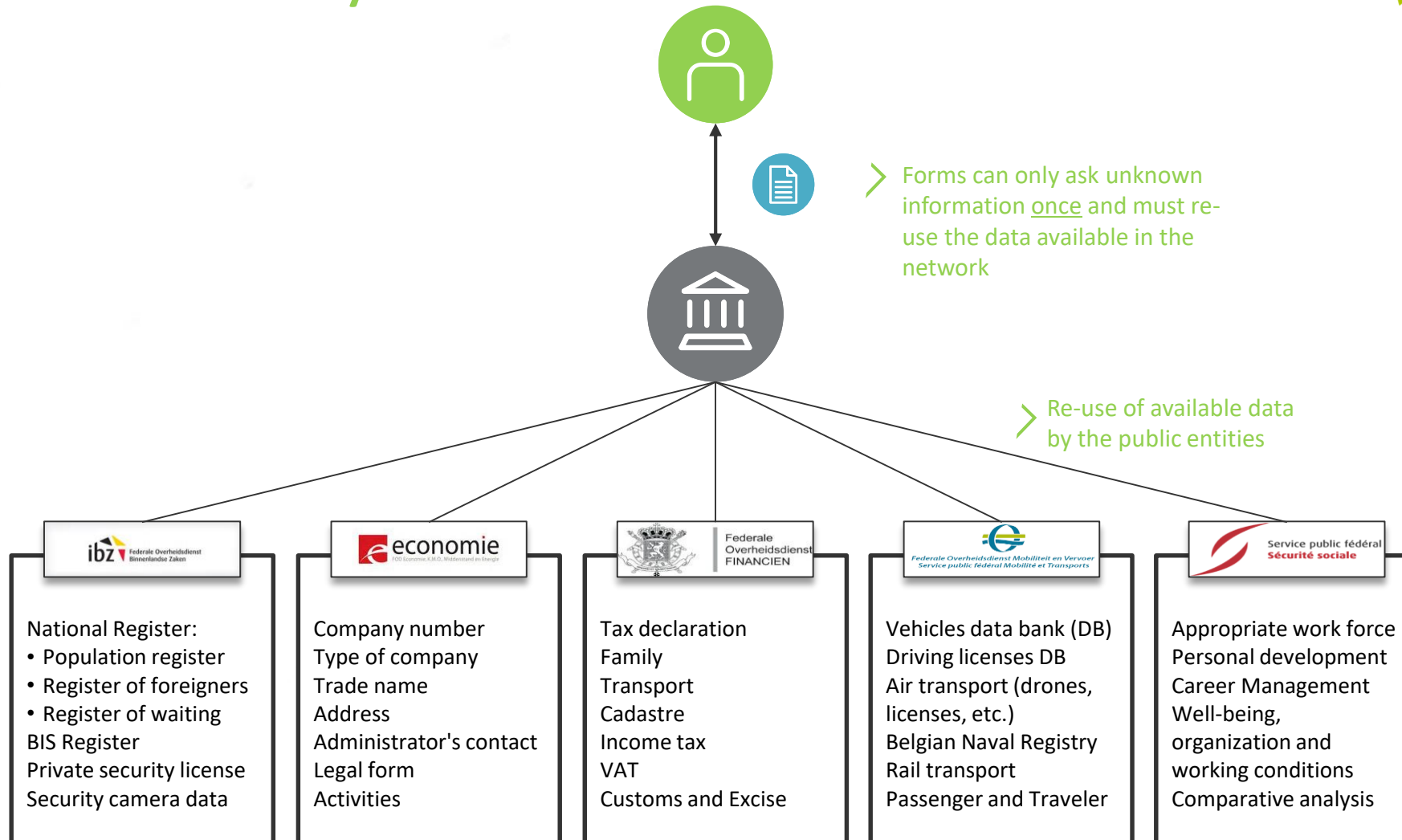
The Basic principles

Mandatory use of unique keys



The Basic principles

Mandatory re-use of available data



The Basic principles

Equalization paper and electronic forms



AUTORISATION DE DÉTENTION D'ARME À FEU

Bienvenue sur le formulaire de demande d'autorisation de détention d'arme à feu (modèle 4).
Remplissez les champs ci-dessous pour introduire votre demande.

* Champs obligatoires

Identité du demandeur

④ Authentifiez-vous pour remplir automatiquement vos données.

Nom * Prénom *

Lieu de naissance * Date de naissance *

Nationalité * Numéro de registre national *

Numéro de téléphone * Adresse e-mail *

④ (Tout courrier sera dès lors susceptible d'être transmis par courrier électronique)

Je souhaite demander l'autorisation *

☒ Comme personne privée
☐ Comme représentant de la société

Adresse * Numéro * Boîte

④ (L'adresse renseignée doit correspondre à l'adresse de détention de l'arme à feu)

Code postal * Commune * Pays *

Caractéristiques de l'arme

C'est une arme *

☒ Acquise en Belgique
☐ Importée

Numéro de série

Nature de l'arme *

Marque

Modèle

Calibre *

Le motif légitime de détention *

☐ Chasseur et activités de gestion de la faune

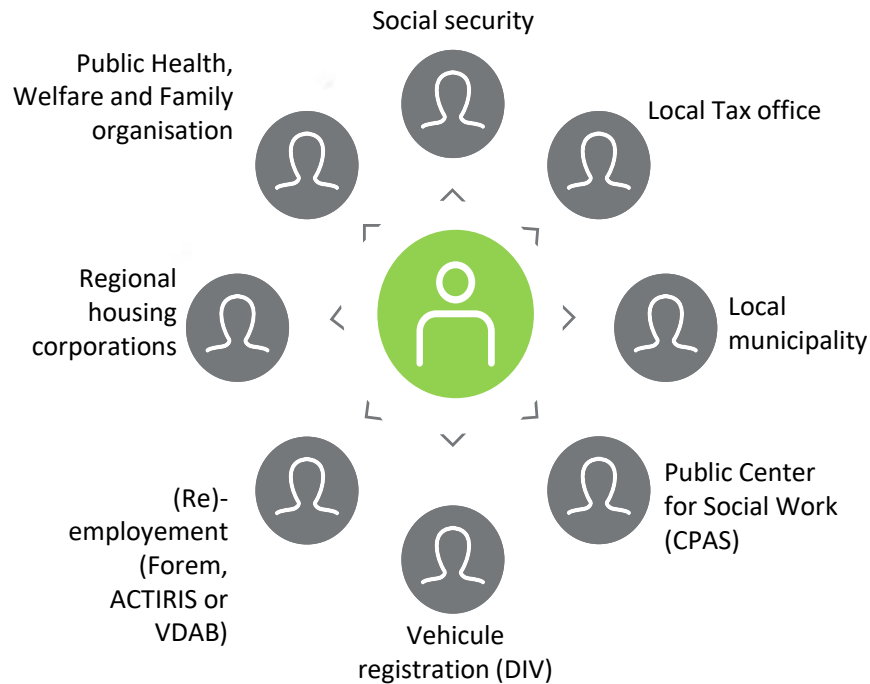
- All paper forms should be made available in **digital version (intelligent web forms)**
- **Available information** (within or outside of the organization) should be re-used instead of asking the citizen/company
- **The use of unique keys** should allow to access a broader range of information within a certified database (authentic source)
- **The automatic prefilling of information** should be applied to all online forms

Administrative simplification

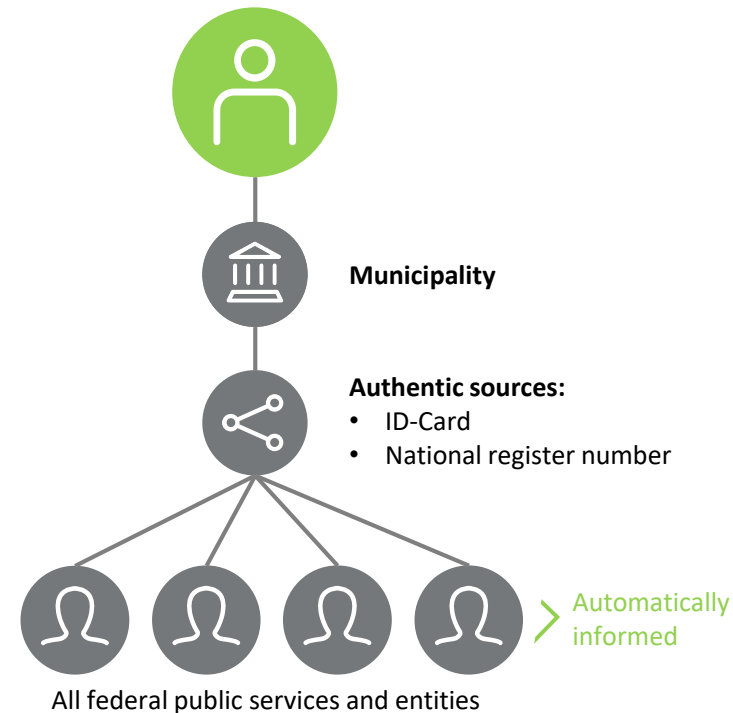
Case: changing your home address



In the past...



Today...



In the past, a citizen had to personally inform **a variety of public institutions** on a change in home address, creating significant **administrative burden**

Today, a citizen communicates a change of address only once, via his/her municipality, which through **one authentic source**, disseminates new information **to all public institutions concerned**, creating cost and time efficiencies

Some realisations in favour of the citizens



MIJNDOSSIER

Wed, 2018-01-24 13:22

Mijn Dossier is de toepassing waarmee u uw persoonlijk dossier in het Rijksregister kan raadplegen. Met de toepassing Mijn DOSSIER bespaart u tijd en geld!



MY MINFIN

Mon, 2018-01-08 11:14

My Minfin is een toepassing van de FOD Financiën. Ze omvat verschillende persoonlijke documenten, formulieren en elektronische diensten, zoals Tax-on-web. Daarmee kunt u uw fiscaal dossier beheren.



MYPENSION.BE

Mon, 2018-01-08 11:08

Mypension.be is het online pensioenportaal voor alle gepersonaliseerde informatie over wettelijke en aanvullende pensioenen.

Some realisations in favour of the enterprises



HET EHEALTH-PLATFORM
Thu, 2018-02-22 12:14

Het eHealth-platform biedt gratis een aantal basisdiensten aan die door alle actoren in de gezondheidszorg en door hun ICT-dienstverleners gratis kunnen worden gebruikt bij de uitbouw van de diensten met toegevoegde waarde of de ontsluiting van de gevalid



BECERT PLATFORM
Mon, 2018-01-08 15:27

In 2011 werd gestart met het project BECERT. Het is een applicatie die als doel heeft het certificeringproces voor export naar derde landen te digitaliseren.



MYENTERPRISE
Mon, 2018-01-08 15:18

My Enterprise geeft u, als ondernemer of zelfstandige, onmiddellijke toegang tot uw bedrijfsgegevens in de Kruispuntbank van Ondernemingen (KBO).

Some way to go to full OOP compliancy



Reinforcing actions 2018-2019 by the ASA:

- Enhance the mandatory re-use of electronic dataflows and disclosure of authentic sources by setting up strategic projects
- New website Only Once
- Simplification of 150 forms
- Continue identification of non-compliant legislation and formulate adaptations

Privacy aspects (actual situation)

- Mandatory use of national register number (art. 4)
 - **Mandatory use** \neq **authorisation by default**
 - Privacycommission can not refuse in essence, but can impose conditions
- Mandatory re-use of available data (art. 12 and 13), but every dataflow must be authorised by one of the sectoral comitees of the Privacycommission
- Simplification (art. 5, § 1): the authorisation to use a dataflow regarding personal data, implies the authorisation by default to use the national register number (no more separated demands for authorisation needed !!)

GDPR on 25th May 2018



- Privacycommission will become the Data Protection Authority
- No more sectoral comitees to grant authorisations
- New general data protection rules

GDPR and Only Once: some challenges



Only Once (single data collection and re-use)



GDPR (no data sharing without authorisation)

➔ **Solution:** system where the citizen decides?



David BAELE

Federal Agency for Administrative
Simplification

david.baele@premier.fed.be

www.simplification.be

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