



Ministry of the Interior and
Kingdom Relations

The Dutch Experience on bureaucratic simplification

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History 2002 – 2010 (1)

Context

- Cabinet Balkenende II included a AB reduction target in the coalition agreement of 25%
- An AB program for companies already in place since 2000

First AB program for citizens

- Start up in 2003
- 25% reduction target for citizens
- Focus on targets groups (handicapped, elderly, benefit claimants)
- Single focus on AB using SCM for citizens:

Administrative burdens are the costs (time and out of pockets costs of citizens to comply with information obligations from legislation



History 2002 – 2010 (2)

Second AB program for citizens

- Start up in 2007 (Balkenende IV)
- Finish 25% reduction target for citizens
- New 25% reduction target for citizens (and companies) for local governments
- New: Top 10 bottlenecks for noticeable results
- New: Professionals in the public sector as target group
- New: Complaints office

Focus on: bottlenecks, AB and services



Lessons learned (1)

- It is possible to reduce AB for citizens (30% reduction reached)
- Compensation rule and “watchdog” Actal works after a few years
- AB for citizens is not completely the same as AB for companies
- It is difficult to tackle AB mechanism's, e.g.:
 - Legislation to achieve political goals
 - Legislation and control reflex



Lessons learned (2)

- It is difficult to get noticeable results, e.g.:
 - Perception of ICT
 - Public vs Private services
 - Transparency
 - Influence of government professional
 - Other organization provide regulatory burden
 - Limitations because of SCM approach
- There is an evaluation AB discussion over time:
 - “Smaller” government
 - More “space” for citizenship
 - Budget cuts
 - Function of the SCM approach
 - Regulatory burden approach



Forbiden summer

Brugspringen, met je speedboot racen, staand bier drinken,
barbecuen, zwemmen: het mag allemaal niet deze zomer.



3th program on AB reduction

- Start up in end of 2010
- 5% a year target after 2012
- Regulatory burden approach for more noticeable results (citizens satisfaction)
- Approach based upon three pillars:
 1. Simplification of regulation (less rules, better rules)
 2. Better interaction between citizens and government
 3. Alliances with local government and other organizations



Simplification of regulation

Target: 5% less AB a year

- Less rules and better rules e.g.:
 - Less permits
 - Less rules for building
 - Environmentrules
 - Passport 10 years valid
- Use of e-government ICT e.g.:
 - More use of authentic registrations
 - Introduction of eID
 - Pre-filled tax form
- Actal and compensation rule



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Interaction society and government

Target: noticeable results thru better interaction (more satisfied citizens)

- Professionals in the public sector
 - Reducing of AB for professionals
 - Improve of service levels
 - Use of mediation techniques
- Procedural justice
- More transparency
- Smaller and more effective government:
 - Better regulation
 - “Right to Challenge”



Right to Challenge (1)

- New instrument from Denmark
- Citizens, companies, professionals, local governments get the “right to challenge” (nation) legislation for more effective and efficient compliance of legislation
- Applicant provide alternative through business case
- Experiments to prove that the challenge is more effective





Right to Challenge (2)

- “Rules” for application:
 - EU-legislation can not be challenged
 - Existing legislation must have experiment rule
 - No harm on the public interest
- Examples:
 - Sending a passport to the home address
 - Use of income figures in the health care
 - Bio based economy
- General experiment rule



Alliances

Target: noticeable results thru alliances (more satisfied citizens)

- Local governments
- Insurance companies
- Employer associations



Results so far

- AB reduction: 29% in time, 15% in costs (in proposals)
- Slow start on noticeable results
- Right to challenge: 5 general cases, 28 health care cases
- Strong alliance with local governments



Questions?

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