



**BMF**

**FEDERAL MINISTRY  
OF FINANCE**

**Theresa Niedermüller**

# **Application of the Standard Cost Model in Austria: Baseline measurement for citizens**

Regulations, while necessary, impose high costs on individuals, businesses and the public sector alike.

## **Better regulation can help to:**

- reduce burdens induced on citizens
- accelerate procedures (e.g. issue of permits)
- improve the provision of information
- promote faster and better services for citizens
- create higher client orientation



# The Initiative: Principles

- All federal ministries are taking part in this initiative and are responsible in their field of duties. Reduction measures have to be drafted by each ministry
- The Federal Ministry of Finance and the Federal Chancellery coordinate the initiative and take care of comparability of results and compliance to common standards
- An interministerial working group with representatives from all ministries ensures the smooth steering of the initiative



**Reduction of administrative burden of citizens  
caused by information obligations using the  
Standard Cost Model:**

**Program Launch – April 2009**

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- **Cutting time and costs spent on information obligations:**

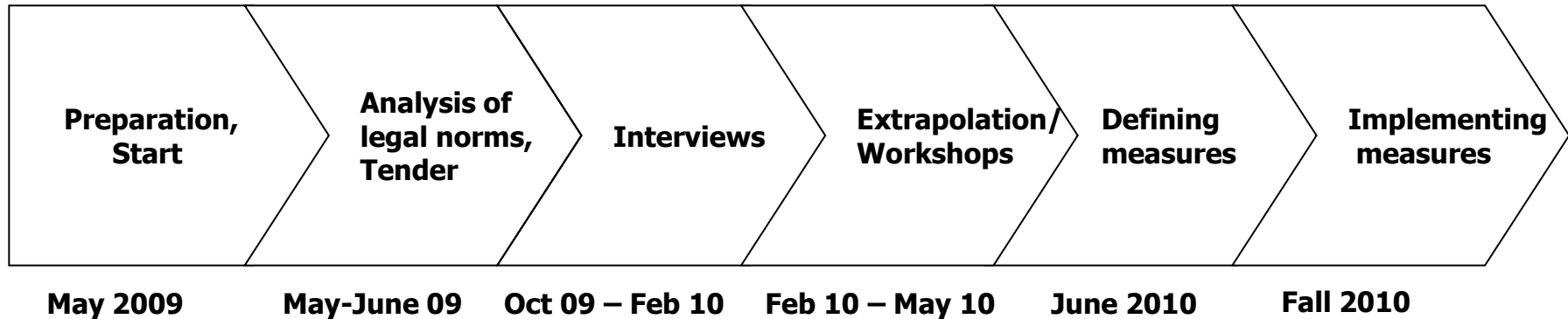
- reducing official channels by fostering the use of e-government solutions
- enhancing intra-governmental cooperation
- providing one-stop-shop solutions



- **Improve service quality:**

- making questionnaires and forms more comprehensible and easier to access,
- providing information in a barrier-free way at a central point of interest
- developing interactive procedures

# Time frame

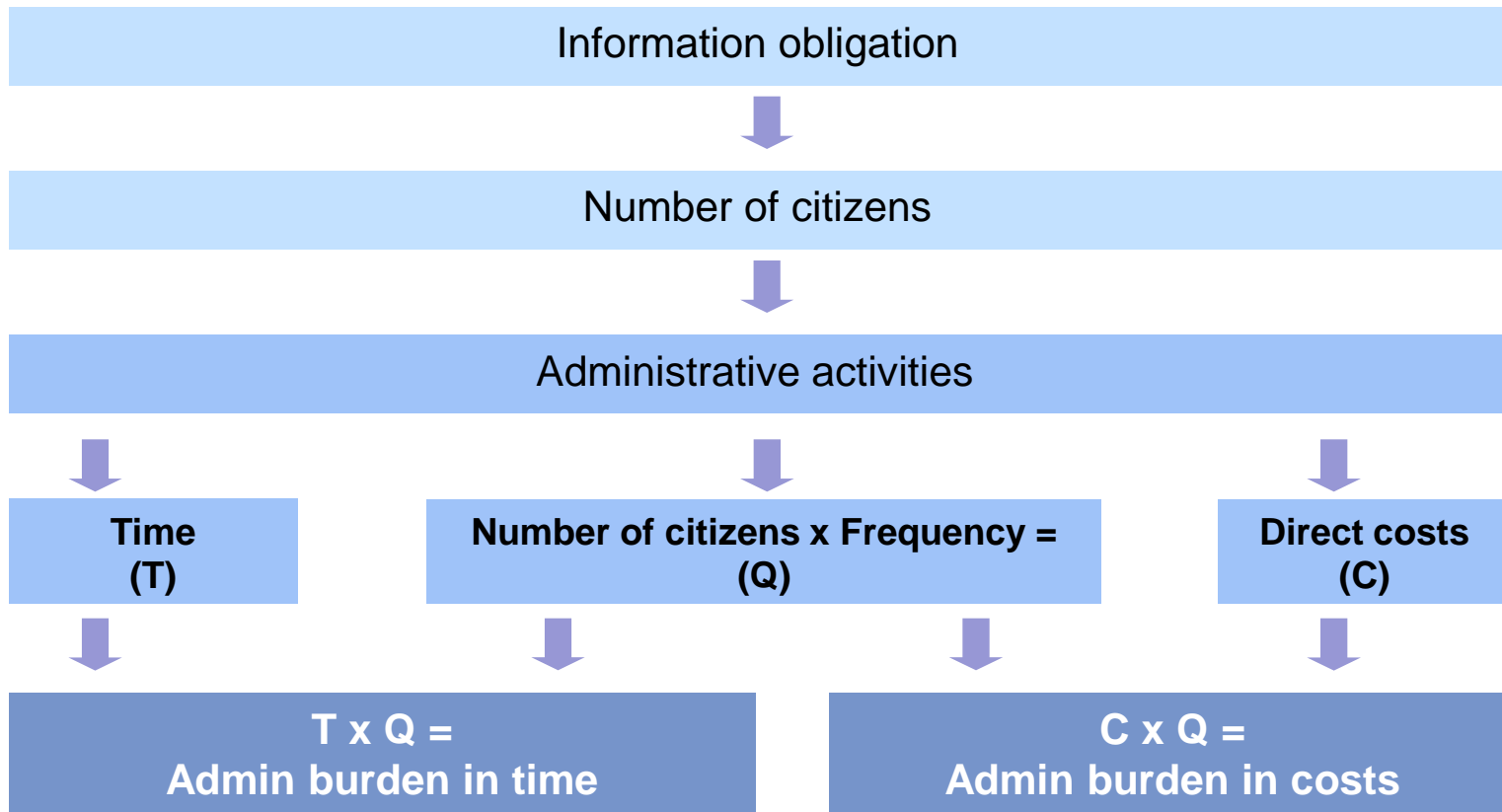


- **Ministry of Finance and Federal Chancellery are coordinating the SCM-Process for citizens**
- **February/March 2010: interviews conducted, extrapolation finalized, workshops prepared**
- **24 August 2010: Decision by the Council of Ministers on implementation of measures**

# Adjustment of the SCM-Method

- Burdens are measured in time (hours) and out-of-pocket-costs (e.g. travel expenses, copy expenses)
  - Measured minutes are converted into "quality minutes"
  - Integration of qualitative aspects in the questionnaire
  - Phase model
  - Information obligations - same definition as in the SCM for businesses, BUT IOs to third parties are not included
  - Each IO is related to a life-situation
- > Quality minutes as starting points for measures**  
**--> Identification of potential for improvements**

**No full baseline measurement, but** prioritized measurement

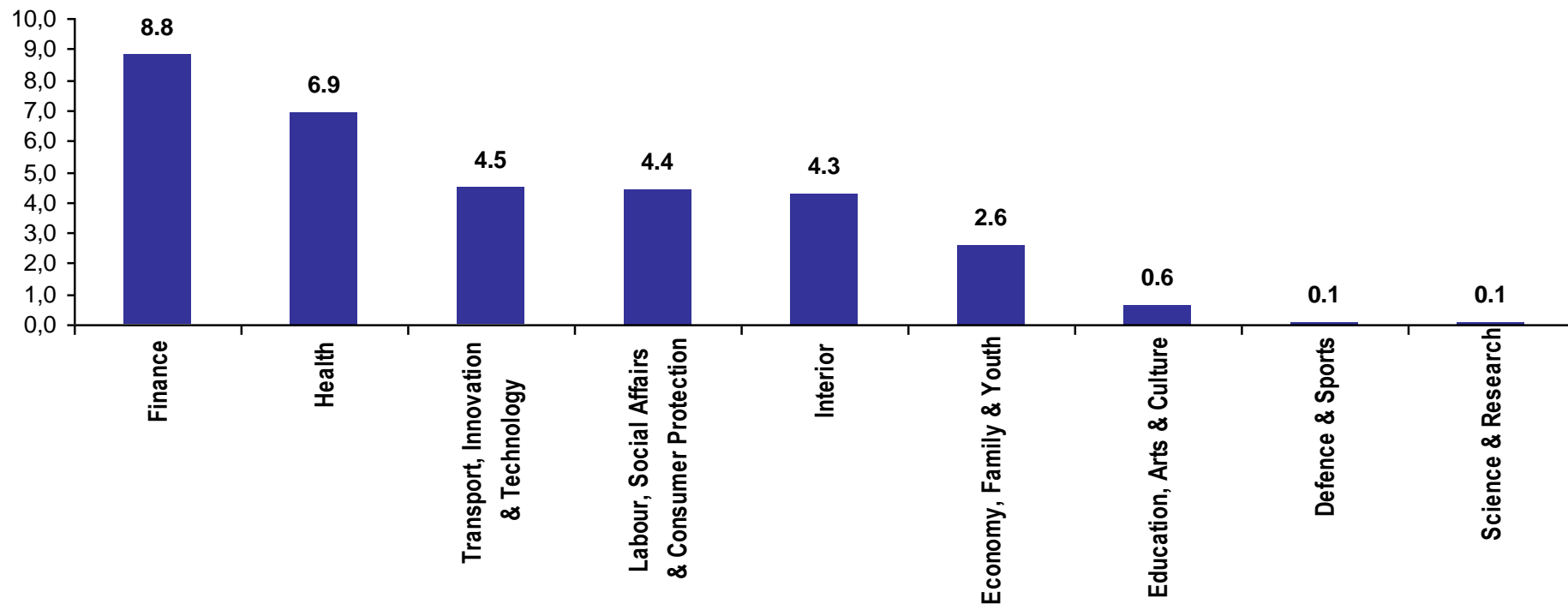




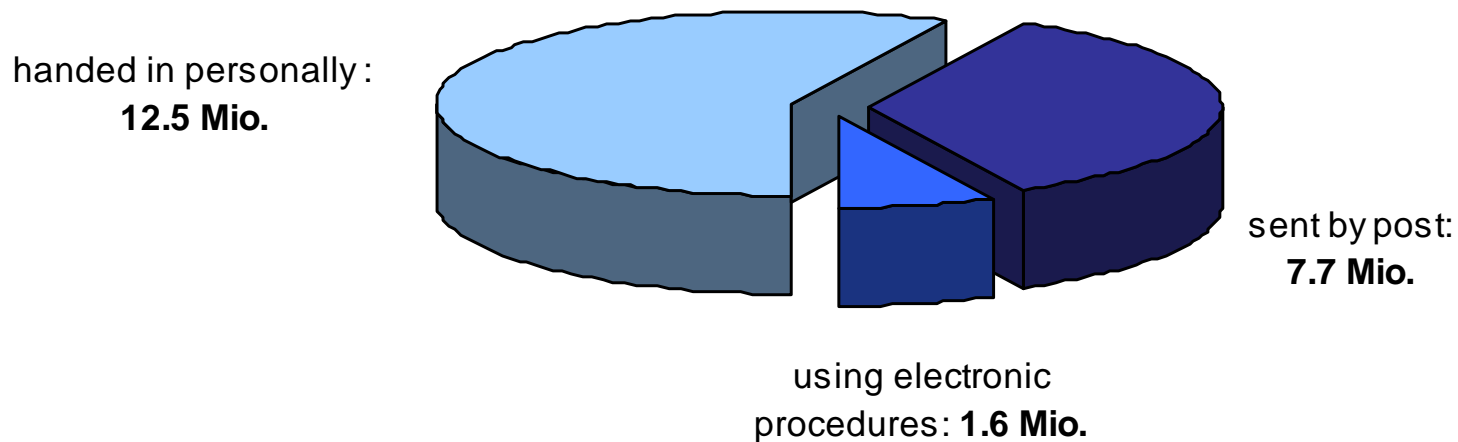
- **4,000 interviews**
- **22 Mio. requests, declarations etc**
- **32.3 Mio. hours total burden**
  - thereof 4 Mio. hours for obtaining information
  - thereof 18.8 Mio. hours for processing
  - thereof 9.5 Mio. hours for getting to the local authority and back
- **113 Mio. EUR out-of-pocket-expenses** (blueprints, fare, etc.)
- **Satisfaction** with services offered by the authorities ranges between **3 and 4** on a scale from 1 (=very satisfactory) to 10 (=dissatisfactory), BUT there is wide spreading

# Burden per Ministry

Mio. hours



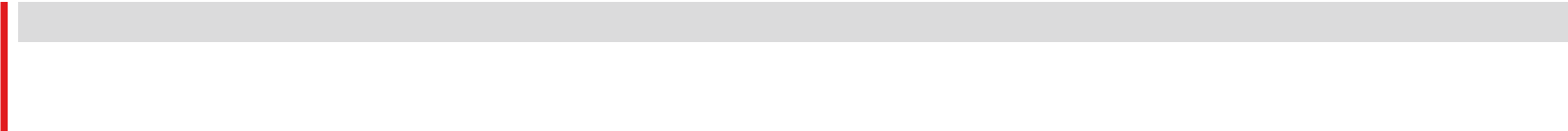
# Way of delivery



- **1.5 Mio. of all online applications are addressed to the Ministry of Finance**
- **High potential for eGovernment procedures**

# Potentials and measures

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- In total **150 measures** have been elaborated by the Ministries
  - Process is coordinated by the Federal Chancellery and the Ministry of Finance
  - Highest potential for measures in the area of **eGovernment**  
>but: digital signature operations have to be improved first!
  - Particular emphasis on measures concerning **citizens with disabilities**
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# Examples for measures

- **Federal Chancellery**

Offering e-Government for citizens by using the mobile phone as an electronic identification for the Internet

- **Ministry of the Interior**

Establishing a central register for birth, marriage and death declarations  
-> no need to bring documents for other procedures, i.e. birth certificate

- **Ministry of Finance**

Increasing usability of FinanceOnline – better provision of information and procedures

- **Ministry of Economy, Family & Youth**

Simplifying intra-governmental data transfer for family benefits like child care allowance; new concept for free public transport for pupils

# Examples for measures

- **Ministry of Defence & Sports**  
Creating an online tool for prospective applicants containing essential information and interactive applications
- **Ministry of Health**  
Extending the coverage of the e-card system to all social security procedures (prescriptions, forms, official notifications...)
- **Ministry of Transport, Innovation & Technology**  
Simplifying the registration of vehicles via electronic authorization of insurance agents
- **Ministry of Labour, Social Affairs & Consumer Protection**  
Simplifying procedures at the interface of Social Affairs, Transport and Finance – often slightly different regulations which cause additional effort for citizens with disabilities

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## **According to §14a BHG, all new legal provisions have to be evaluated with the Standard Cost Model:**

- Impact on administrative burdens for businesses (since 9/2007)
- Impact on administrative burdens for citizens (since 9/2009)
- Overall administrative burdens / year
- Targets: more transparency and minimum quality
- Easy tool to use for public servants, available for download on [www.verwaltungskostenken.at](http://www.verwaltungskostenken.at) (German only!)

**The Ministry of Finance is in charge of enacting guidelines and monitoring their correct appliance in accordance with the SCM.**

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# AB Calculator



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arbeiten | Textbaustein für e-Recht erstellen | Anhang für e-Recht erstellen

Rechtsvorschrift-IVP

Allgemein

Bezeichnung der Rechtsvorschrift / Titel des Entwurfes:

Art der Änderung:  Novelle  Neue Regelungsmaterie

Ressort:

Berechnungsdatum:  (TT.MM.JJJJ)

Anzahl geänderter/neuer Informationsverpflichtungen:

Be-/Entlastung gesamt:

Informationsverpflichtungen

neue IVP  geänderte IVP Ursprung:

Fundstelle:  ⓘ

Kurzbezeichnung:  ⓘ

Kurzbeschreibung:  ⓘ

ⓘ

Be-/Entlastung:

Version: 1.00



# AB Calculator



FEDERAL MINISTRY  
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Rechtsvorschrift-IVP

Betroffene Gruppierung

Bezeichnung:

Fallzahl:

Quellenangabe:

Verwaltungstätigkeiten

Verwaltungstätigkeit:

Änderung des Zeitaufwands:  Erhöhung  Reduktion

Stunden:    Minuten:

Direkte Kosten:

Beschreibung:

Zeitaufwand pro Fall:  <sup>Stunden</sup> :  <sup>Minuten</sup>

Direkte Kosten pro Fall:

Be-/Entlastung Zeit pro Gruppierung (in h, gerundet):

Be-/Entlastung direkte Kosten pro Gruppierung (in €, gerundet):

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