



Friendly
and effective
public administration

Friendly and effective public administration

Public administration provides the expertise for political decision-making, and implements policies adopted by the National Assembly and the Government. Its activities significantly contribute to the quality of life of citizens and the competitiveness of the economy. During the last fifteen years, Slovenia's public administration has undergone major changes. It has had to adapt to changes in the environment such as democratic processes, independence, EU accession. An important factor influencing the changes in public administration are the users with their (justly) critical and demanding approach, as they are aware that public administration does not exist in its own right. They demand better and less costly services.

In response to these demands and expectations, we have already started implementing reforms under the slogan "friendly and effective public administration".

The main objectives of the project are:

- a friendly, user-oriented public administration;
- modern and flexible civil servant system in public administration;
- a structured, uniform, transparent and just salary system in public administration across the entire public sector (including health service and health care, education, culture, social services, science and research);
- open and transparent operation of public administration.

Planned measures and their objectives

As part of the reform bundle, several measures are specifically aimed at public administration:

1. **Creating a business-friendly public administration:** we seek to establish an entrepreneur-friendly and stimulative administration environment; to this end we are simplifying administrative procedures, removing administrative barriers, and consolidating services in line with the one-stop-shop principle.

2. **Public procurement:** we seek to enable small and medium-sized enterprises easier access to their corresponding share of public procurements despite their size; we seek to simplify public procurement procedures, and eliminate unnecessary red tape.

3. **Streamlining the public sector:** we seek to increase the efficiency and effectiveness of the public sector, and streamline the amount of administrative tasks by lowering the investment share, and increase the role of private-public partnership in the area of public services.

4. **Assessment of the effects of regulations:** we seek to raise the quality of regulations, and we demand of proposing bodies (government ministries), that before any regulations are adopted, they study them in detail and demonstrate their effects (economic, social, environmental). Moreover, that they eliminate unnecessary administrative burdens, and consult the content with the interested stake-holders.

5. **Establishing a new salary system in the public sector:** in place of the current, non-transparent and disparate salary system, we are implementing a new structured and transparent system of salaries in the public sector, which will eliminate certain imbalances inherited from the past.

Systematic elimination of bureaucratic obstacles

We eliminate bureaucratic obstacles and prevent new ones in a systematic way. The government has adopted the Programme of Measures for Reduction of Administrative Burdens, which contains over thirty concrete measures aimed at simplifying procedures and raising the quality of administrative services.



The Ministry of Public Administration will monitor the implementation of the programme and amend it with new measures. We have invited interested stake-holders to cooperate in decision-making regarding the elimination of administrative obstacles, to which end we have opened an e-mail address oao.predlogi@gov.si. Anyone can send their suggestions on improving individual procedures or regulations to the above address. The best proposals will be included in the government's programme.

We prevent new administrative obstacles by demanding that every proposing body (government ministries) demonstrates the administrative burdens accompanying a regulation. They must either prove their inevitability or eliminate them and substantiate how to ensure quality of an administrative service (one-stop-shop, modern ways of payment, e-service, etc.). A special team at the Ministry of Public Administration reviews all new regulations and brings attention to unnecessary administrative obstacles which need to be eliminated.

Numerous simplifications of procedures have already yielded measurable results

To demonstrate how eliminating administrative obstacles can make the life of Slovenia's inhabitants and business operations less expensive, we can list a few concrete measures, which have already been implemented and which can save time and money.

Modernised portal e-government

The modernised state portal e-government (<http://e-uprava.gov.si/e-uprava/>) went live on 22 May 2006. It is an access point to public administration information and services, which lists information in groups of 'life events'. The portal provides easy access to information offered by the state and user-friendly services, which the citizen needs when dealing with the state. The modernised portal includes a more comprehensive list of civil servants to whom a citizen can submit an application and enables the citizen to communicate with public administration bodies, which ensures a quick and user-friendly response.

Renewing a certificate of registration on-line

The state portal e-government offers a new electronic service, which provides on-line renewal of a certificate of registration and car registration. A customer can submit an electronic form to renew their certificate of registration and to pay annual fees for the use of roads. The payment can be made on-line without a digital receipt. The customer receives the certificate of registration by post; if requested and this also, conveniently, includes Saturday, when most people are not at work.

Promoting entrepreneurship and competitiveness

The Ministry of Public Administration also sponsors a state portal for businesses called e-VEM (<http://evem.gov.si>), which was published 1 July 2005. The portal provides user-friendly, simple, attainable and safe services, which can be accessed via internet anytime and anyplace. It enables the prospective sole trader to register in the Slovenian Business Register and forward the information to the Tax Administration, apply himself/herself and other family members for compulsory health

insurance at the Health Insurance Institute of Slovenia, change data or delete one's own activity from Slovenian Business Register, or request information about another sole trader. All of these services can be accessed from home by using digital certificates provided by one of the certification authorities in the Republic of Slovenia or in person at any of more than two hundred VEM access points in Slovenia.

As a result of this year's success, we are planning to expand the e-VEM system to facilitate registration of other types of companies (ltd., ultd.). This will enable future entrepreneurs to complete all formalities required for establishing a company in one place.



Enhanced user-friendly administrative services

The amended Decree on Administrative Operations abolishes local jurisdiction for:

- submitting applications for IDs, passports, driving licences, certificates of registration, official records and official administrative certifications;
- registering motor vehicles; customers can register their motor vehicles anywhere, not just at their permanent place of residence;
- assessment of tax duty on the sale of a used motor vehicle.

Annual savings resulting from abolishing local authority responsibility have been estimated at SIT 500 million (approx. €1.67 million).

Less costly administrative

certification of signatures
Administrative offices carry out administrative certifications of signatures in manuscript, which are equivalent to notary certifications but cost approximately five times less. Annual savings related to administrative certification have been estimated at SIT 248 million (approx. €1 million).


Reform projects in preparation

More suitable business hours

This year the Ministry of Public Administration plans to introduce more suitable office hours to accommodate the needs of a wider circle of users. User opinion surveys will be conducted at all administrative units, which will be the basis for determining better office hours. Staffed teller windows for internal administrative affairs will be open daily, while the possibility of either shifting office hours to late afternoon or starting work earlier will also be studied; based on the results of the survey and the needs expressed.

New salary system in the public sector

The new salary system relies on the principles of uniformity and transparency. As of 1 March 2006, a decree on salaries of directors in the public sector (public administration, public institutions, public agencies and public funds) has been in force. A new decree on the officials in the public sector (presidents, ministers, MPs, mayors, judges, etc.) has also been passed, but withheld at present by the



Constitutional Court. Negotiations on a new collective labour agreement for the public sector are in the final stage and the agreement is expected to be signed by the end of the year. The government is striving towards the principle of financial sustainability for the salary reform. Unsurprisingly, negotiations are very demanding and it is impossible to predict exactly when and how they will end.

Friendly and effective public procurement


The Ministry of Public Administration organises public tenders for its own needs, and those of other competent bodies responsible for IT and communication equipment and services, investment, and general affairs. Changes to juridical acts and implemented regulations will facilitate simpler public procurement procedures. The intention is to enable those tendering to eliminate non-essential formal inadequacies of their bid, to ensure transparency of procedures, competition among those bidding, and a greater inventiveness in bidding. Public procurement practice will be standardised, while non-compliance with the public procurement principles will be sanctioned more severely.

For more information, please visit:

- Ministry of Public Administration:
<http://www.mju.gov.si/>
- E-government state portal:
<http://e-uprava.gov.si/e-uprava/>
- e-VEM state portal for businesses:
<http://evem.gov.si>
- Slovenija jutri!:
<http://www.slovenijajutri.gov.si/>

The brochure Effective and Less Costly Public Administration is part of the communication strategy of the Government of the Republic of Slovenia. It is aimed at informing the public about the implementation of Slovenia's Development Strategy, and explaining the effects economic and social reforms will have on life in Slovenia.

Issued by: Ministry of Public Administration
Published by: Government
PR and Media Office
Design and text layout: Pristop, d. o. o.
Language editing: Secretariat-General of the
Government of the Republic of Slovenia,
Translation and Language Editing Service
Printed by: Mond Grafika, d.o.o.
Print run: 20.000
June 2006





**Government of the Republic of Slovenia
Public Relations and Media Office**

Gregorčičeva 25
1000 Ljubljana
Slovenija

www.slovenijajutri.gov.si