The eRegistrations system

electronic single windows for efficient administrations

eRegistrations is an eGovernment system, designed to computerize simple or complex administrative procedures. It can be easily adapted and configured to any administrative process and may apply to procedures such as company registration, construction permits, export licenses or the transfer of a property title.

eRegistrations is suited both to operations involving only one agency (such as registering at the business registry) and to simultaneous operations at multiple agencies (such as registering a company at the tax office, with the municipal council, with social security, at the labour department and at the business registry). It acts as a **single electronic window**.

It can be installed at the municipal, national or supra-national levels.

The eRegistrations philosophy

The user at the centre of electronic governance

eRegistrations allows simultaneous requests to several agencies, with a single form; documents need only be uploaded once. It combines the procedures of participating agencies and determines, according to each user's case, the data and the documents that are required. The multiplicity of agencies involved is no longer a problem, the user has the feeling of only dealing with one.

The user database is the core of the system and the link between the agencies. Requests are made from the database and administrative certificates are stored there once issued.
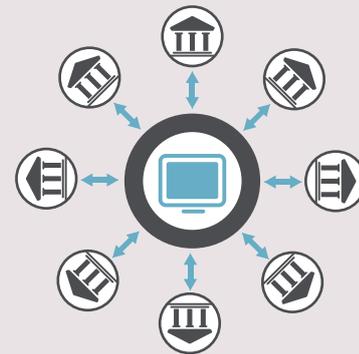
Interoperability with existing systems

eRegistrations doesn't require any change in the internal processes of participating administrations, nor in their computer systems. It doesn't need to access their databases. It is not necessary that the agencies be interconnected nor that their processes be computerized.

Conversely, eRegistrations offers total access to its own database, and the agencies can automatically extract the information they require. **Interoperability is ensured through the common access to the eRegistrations database** - which is the user database, where the agencies come to seek and store information.

Advanced security

Users' data are stored on **high security servers**, with protected connections, in order to guarantee their integrity.

Users have total control over their private space in the database, thanks to their access codes. They can open all or part of their information to third parties, through an URL and a password that will **give access only to the information they want to share**.

Digitalized administrative documents that have been placed directly by the agencies, with electronic signature, can't be modified by the user.
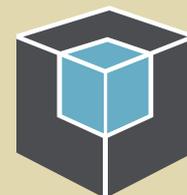
Configurability and adaptability

eRegistrations is a generic eGovernment system that **can be applied to any administrative procedure**, all consisting, ultimately, in an exchange of information between a user and one or various agencies. A complex procedure is no more than a combination of simple processes. The system is able to computerize each of the simple processes, and to organise their co-operation.

eRegistrations can be installed at the city, national or **supra-national level**. At all three levels, it can integrate the processes of multiple agencies. A possible application at the supra-national level is the creation of online windows through which **simultaneous requests can be made in various countries** (business registries, sanitary licences, business visas, export permits, etc.)

How does eRegistrations work?

Each agency receives an email alert when a request is ready for processing. It receives the corresponding data and documents by web service, in an xml file that can be loaded in its own computer system. It can also see and download request files through its private, protected interface to the system.

Each agency processes the request as it usually does (whether the process is computerized or manual), issues the requested certificate and uploads a digital copy to the eRegistrations system.

Through their account, users can follow the progress of the request in real time.

3 PROCESSING

ADMIN 3

ADMIN 4

ADMIN 2

ADMIN 5

ADMIN 1

ADMIN 6

eRegistrations application

eRegistrations database

CERTIFICATES
DOCUMENTS
PERSONAL
INFORMATION

User account
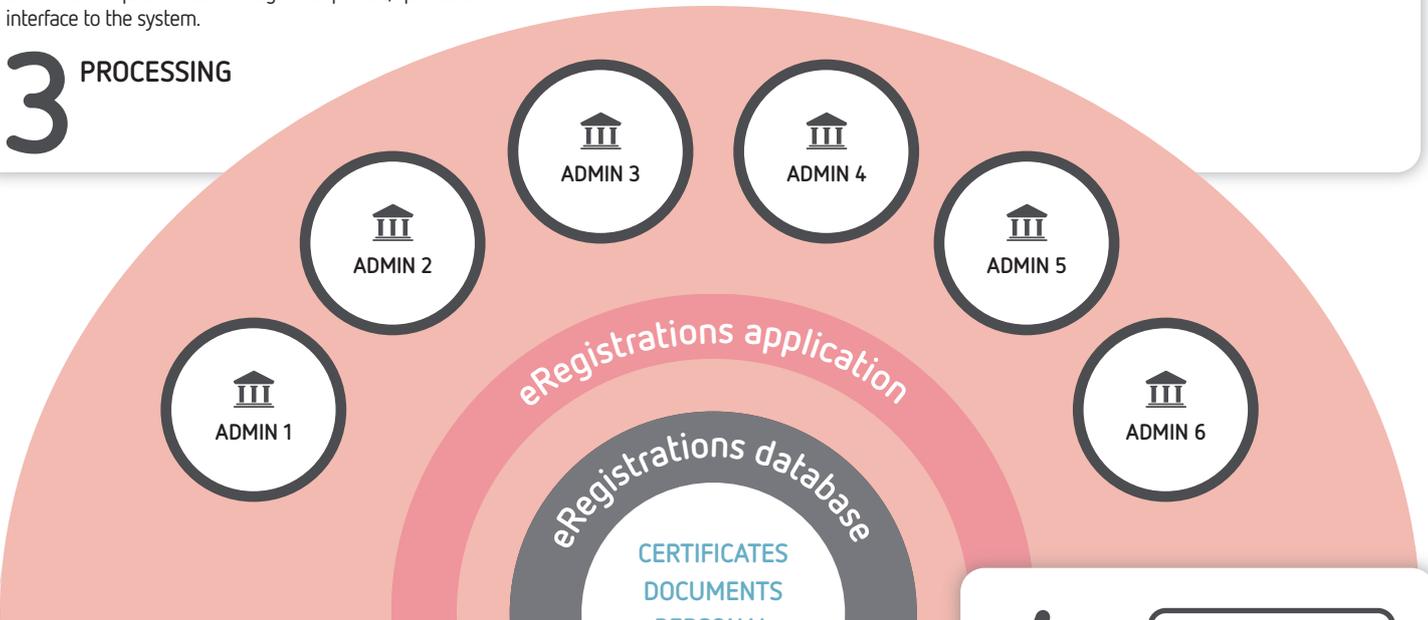
REVIEW

2

An officer at of one of the agencies involved checks that the documents sent are those required, that they are legible and that there is no inconsistency between the data and the documents.

In case of missing or inconsistent information, the officer emails or phones the user to obtain the missing elements and complete the file.

If the review is successful, the user is emailed an appointment to come and collect the requested administrative certificates.

4 COLLECTION OF CERTIFICATES

The certificates issued by the agencies are sent to a single collection window, so that the user doesn't have to go to different offices.

Withdrawal is made against the presentation of the originals of some documents. At the same time, digital copies of the certificates are made available in the user's space in the database. They will serve as originals for future requests made through the system.

The user can freely access information he has stored in the system and digital copies of administrative certificates. Digital certificates can be used for future requests but can't be altered by the user. Those documents can only be modified by the issuing agencies.

When certificates are certified with an electronic signature, it is not necessary to present originals. Neither is it necessary for the user to come collect physical certificates when these are dematerialized (number, QR code or printable electronic document).

1

REGISTERING IN THE SYSTEM

The user registers by providing a name, email address and password.

Once registered, the user has access to a private space in a secure database where all data and documents are kept. The user can log in at any time to add or modify information and to create a request file.

The user receives by email a confirmation of the registration.

ONLINE REQUEST

An interactive guide helps determine what registers are mandatory and the corresponding cost and requirements, according to each user's situation.

The user selects the relevant registers, fills an online form and uploads scanned copies of necessary documents. A document, even if required by several agencies, is uploaded only once. The data requested by the various agencies is captured in a single form.

The user immediately receives a receipt mentioning the registers applied to, as well as the data and the documents submitted.

Implementation process

Procedures must first be documented and simplified

The first phase consists in **documenting**, **in a detailed way**, the procedures which will be computerized: the steps, the agencies involved, the forms and documents required, the costs, the administrative certificates that will be issued and the legal basis.

Once clarified, procedures can be simplified, by eliminating requirements that are not relevant or legally justified. The data requested by the various agencies are grouped in a **single online form**. A solution is found so that **payments are combined**, at the cashier of one of the institutions, at a bank or online. Arrangements are made for **a single location where user will collect the certificates** issued by the agencies involved in the procedure. Simplification is quicker if a physical single window is already in place, but this is not indispensable.

UNCTAD can help countries clarify and simplify their administrative procedures, thanks to the eRegulations system (www.eregulations.org).

1-4 months

From one to four months on average, depending on the complexity of procedures and on the cooperation granted by participating agencies

System configuration

The system is configured to take into account the quantity and the identity of **agencies involved**, the **data and the documents requested** by each institution, the choice of the agency that will be in charge of **reviewing requests** (the reviewer can vary according to the certificates that are requested), the **place where certificates will be collected** (also variable depending on the requests), the order in which agencies will process the requests (parallel or sequential), the text and the timing of **alert messages** sent to users and to agencies, and **statistics** which will be generated (registered users, requests initiated, requests submitted, certificates issued, average processing time per institution, etc.).

A public interface is developed, i.e. a homepage and a few additional pages (about us, contact, etc.) to present the site to the users. The public interface is tailor-made for each city, country or regional grouping.

2-6 months

From two to six months on average, depending on the complexity of procedures

Testing and training

Tests are organized to ensure that the system adequately takes into account the information and conditions requested by each agencies, that cases of refusal are correctly listed and that alert messages reach designated officers. The review module, the processing order, messages sent to users, the statistics and of the internal files follow-up modules are also checked.

Tailor-made manuals are made available to each agency and **training** is organised for their officers.

Testing is completed with the processing of a few **real cases**, in order to fine-tune the system and to validate operators' ability in live conditions.

1-2 months

From one to two months on average, depending on the complexity of procedures and on the cooperation granted by participating agencies

System administration, maintenance and evolution

Minimum technical infrastructure

Agencies willing to offer their services through the system are not required to have computerized processes. The only requirement is to have **computers and an internet connection**.

A law on electronic signatures is not mandatory either. eRegistrations was conceived to make use of **electronic signatures** in countries where it is regulated. In others, the system proposes a secured technique to certify digital documents issued by the administrations.

The local counterpart has a choice between hosting the database and the application on a **local server** or on a **distant cloud server**. Cloud servers are latest generation and high-speed, with expandable storage space, automatic back-up, secured (https), large band-width internet connection and 24 hour service. Similar specifications are recommended for local servers.

Maintenance

eRegistrations comes with a **"bug-free" warranty**, any bug in the original version is repaired within 48 working hours.

Evolution of the system

Source codes, in java script language, as well as the MongoDB database are made **freely available** to the municipal, national or supra-national entity that administers the project.

A **complete technical documentation** is also provided, so that local computer experts can easily make changes to the system, e.g. modify the forms or the list of requirements, or incorporate new administrative procedures

Contact

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