The Ministry of Public Administration of Mexico

2011 United Nations and Africa Public Service Day and Forum

The Most Useless Bureaucratic Procedure Contest

Winning project in the category of “Fostering participation in policy-making decisions through innovative mechanisms”.

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A government organized around the citizens

- To enable Mexican families to live better
- To have a government that is efficient and effective
In September 2008, the Federal Government of Mexico launched an initiative to reward citizens:

- who denounced the most absurd bureaucratic procedure that they had faced.
- who proposed the best solutions to cut red tape and bribery.
Point of view of citizens: paperwork serves no purpose or is complicated and expensive.

Our bureaucracy traditionally mind-set: “if it does not have a stamp, it does not move”.

The submissions handed in for the "most useless procedure" contest spin tales of:

- Lengthy lines
- Unfriendly bureaucrats
- Bribes sought
- No sense requirements
The contest was endorsed by:

*Transparencia Mexicana*, the Mexican Chapter for Transparency International.

The contest Jury consisted of eminent personalities who command high respect and recognition within Mexican society:

• The President of *Transparencia Mexicana*, Mr. Federico Reyes Heroles.
• *El Colegio de México* professor and researcher Mrs. María del Carmen Pardo.
• Journalist Mrs. María de Carmen Cortés.
• Businessman and consultant Mr. Fuad Juan Zarzar, and
• Political scientist Mr. Leo Zuckermann.
The winning entry came from Mrs. Cecilia Deyanira Velázquez, 34, who complained about the rigors of getting her son's medication through the Social Security Institute (prize check for about USCy$26,000).

• Now, after an annual check-up, the 12 sessions are authorized in advance.

Two other residents won (USCy$8,000 each) for offering examples of red tape in state and municipal bureaucracies:

• The process of fixing errors in birth certificates in Mexico City.

• The rigors of getting a proof-of-residence document (municipality of Toluca in the state of Mexico).
Federal departments used the 21,000 submissions as a diagnostic tool to map out solutions.

**Phase 1: Eliminate useless procedures.**

- As of today, 2,189 procedures have been eliminated—which accounts 29%

**Phase 2: Simplify them. Change rules and set standards.**

- We measure every 3 months 300 procedures on quality of customer service, information, corruption index, installation access, discrimination and overall satisfaction.

**Phase 3: Introduce technologies to easy access to government.**

- Automatization, reengineering, and one shop window projects (for example: opening a business and foreign trade.)
• The perspective from a user is very different than that of people in charge of the public office.

• 98% of public servants believe their work contributes to the country’s benefit, and 92% believe they do a good job. (WHY TO CHANGE?)

• The resistance of public servants might be reduced by communication and involvement since the beginning.

• To increase the commitment of officials, improvement projects were obligatory under the Programme to Improve Public Management (PMG).

• Additionally, a federal effort was started to share with states and municipalities our better practices.
The administrative burden decreases the competitiveness of a Country.
The reduction of administrative burden for citizens

- Electric company
  - process contracts and complaints through internet

- Electronic conciliation,
  - among citizens and commercial companies, public utilities and financial services

- Health services:
  - Call centers for medical appointments
  - Increased emergency units capacity in public hospitals
  - Implementation of triage system

- Inmigration services
  - One single format for every process
  - Internet consultation of situation of process
The reduction of administrative burden for businesses

- **One stop shop to open a business**
  - Integrates 18 processes in one single shop window
  - Time reduced to open a from 26 days to 3

- **One stop shop for foreign commerce**
  - Integrates 140 procedures into 60
  - It will impact on 60% of country’s economy

- **Tax office (SAT)**
  - Elimination of certified public accountants reports and of annual statemento of Added Value Tax
  - 15 days to deposit annual tax return on taxpayers account
  - Use of electronic invoice
A better government for better competitiveness

Efficiency in government increases the competitiveness of a country.

Mexico is ranked 35 out of 183 economies

The International Institute for Management Development (IMD) has ranked the Mexican economy the second most competitive in Latin America.

Mexico gained nine spots this year from its 2010 ranking to number 38th globally.

Mexico's ranking is higher than other Latin American nations such as Brazil, Argentina, Peru, Colombia and Venezuela, India and China.
“The open involvement of citizens launched cutting red tape and corruption in Mexico”

✓ Corruption index on federal proceeds decreased from 8.5% to 7.5% since contest, as measured by Transparencia Mexicana
✓ Mexico best country in Latin America for doing business: 4% annual inflation, 5% economic growth in 2011
THANK YOU!!