

Technical Assistance Facility for Latin America and the Caribbean

NATIONAL GUIDE OF BUSINESS PROCEDURES (BOLIVIA)

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Country: Bolivia

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Background

One of the principal problems associated with heavy regulation is that of information: the more complicated the administrative procedure, the more information required for successful compliance. Moreover, extensive bureaucracy generally prevents accurate information from being centralized and readily available to the public. Even civil servants involved in regulatory compliance may be unable to explain the entire administrative process from start to finish. Consequently, entrepreneurs applying for operating licenses, for example, may be required to make multiple trips to municipal government offices in order to compile the information necessary to complete their application.

The LAC Facility Approach

As part of its municipal regulatory simplification projects, the Facility works with municipal governments to map out these processes and, after reforms, make the new information available to the public. Based on that experience, the LAC facility determined that a solid first step in moving national simplification from policy priority to practical reality would involve addressing the need for accurate, useful, and readily available information on national regulation and the associated administrative procedures. In partnership with the national government, the Facility set about creating a National Guide to Administrative Procedures (Guía Nacional de Trámites or GNT), which would be available on line and in print, with the local branch of an international consulting firm (COLOSA) as the implementation partner.

Rather than simply compiling existing information into a central repository, the GNT (www.tramites.gov.bo) maps out the administrative processes for regulatory compliance, enhancing its value and utility for users. The time, requirement, and cost information compiled is based on actual averages rather than the official (read “ideal”) expectations in order to provide a greater degree of accuracy and practicality for users. Naturally, verifying information in this level of detail required a significant amount of work. Thus, for the initial version of the GNT, the Facility and COLOSA identified 150 of the most important administrative procedures—ranging from export regulations to passport issuance—from over 30 ministries and government agencies.

Once the initial version of the GNT was completed, the Facility and COLOSA then trained representatives from all ministries and government agencies to manage their respective content, enabling them to add more administrative procedures and modify existing information to reflect regulatory reforms. Administration and maintenance of the GNT was then passed on to the Ministry of Economic Development’s Productivity and Competitiveness Unit for continued development.

During its first month, the GNT registered over 6000 unique visitors, far surpassing usage for similar sites developed in other countries in the region.

In addition to providing the public with accurate, practical information, the GNT has been designed to function as an analytical tool for the national government. Government officials can use the GNT to perform analysis on the cost, time, and requirements associated with administrative procedures and thus identify opportunities for simplification. Changes in administrative procedures can also be tracked to measure progress achieved through the reform. This analytical functionality provides a strong incentive for ministries and government agencies to simplify their procedures while enhancing the project’s sustainability.