

Idea: One-stop-shop point (business emergency service) in City Hall to protect companies against administrative conflicts with the law including local, regional and national regulations.

Number in the database: 3

Area number: 5

Idea description

<p>Title:</p>	<p>One-stop-shop point (business emergency service) in City Hall to protect companies against administrative conflicts with the law including local, regional and national regulations.</p>
<p>Idea objective</p>	<p>The aim of the initiative is focuses on the introduction internal work rules in public institutions, according to which entrepreneurs from the City will have easy access to administrative knowledge. This actions of public institutions is also support to reduce the administrative mistakes made by enterprises.</p> <p>The idea is for companies that realize them to be more informed about potential mistakes in connection with their business operations, thereby making subsequent decisions with greater prudence.</p> <p>The implementation of the one-stop-shop:</p> <ol style="list-style-type: none"> 1. To be use every opportunity to contact enterprises (in the office) for monitoring their IT needs. 2. To organize different forms of communication with the entrepreneurs (meetings, e-mailing and others) to dedicated selected IT needs of companies (based on the conducted diagnosis). <p>Consistently, interface between companies and the public institution, will be created the relationship in which companies will be actively supported in the context of meeting the conditions regulated by law.</p> <p>Variants and additional elements of the initiative:</p> <ol style="list-style-type: none"> 1. One-stop-shop organization in cooperation with other cities (neighboring) – the strengths of various institutions can be used so that the result is a directory of people with competencies important to the activities of entrepreneurs. 2. Prepare a mechanism for quick diagnosis of entrepreneurs needs and potential areas of risk in the context of standards and rules contained in the law and administrative procedures.
<p>Sharing process (max 1000 characters)</p>	<p>One-stop-shop organization needs the following activity:</p> <ol style="list-style-type: none"> 1. To define the catalog of administrative processes governing the activities of companies in the City, in particular these generate costs in companies in the process of servicing them (costs in terms of reaching expertise, costs of omissions or unperformed activities, and others) 2. To define the catalog of errors committed by companies in the administrative procedures supervised by public institutions, 3. To define mechanisms for collecting information about future actions of companies and processing them into the messages about possible mistakes which they may make in the future.

	<ol style="list-style-type: none"> 4. To define the rules of keep secrecy of company information their relations with the employees of the authority. 5. Analysis the competence of employees of public institutions in the City in the context of the local companies needs (resulting from point 1), 6. One-stop-shop organization of rules and procedures, including: <ol style="list-style-type: none"> a. mechanisms for communication with companies (online, (online, individual/group/industry meetings), email, other), b. the way to involve employees of public institutions from the city c. how to involve external specialists and employees of public institutions outside the city institutions, d. mechanism for financing costs arising from the use of resources outside the city's public institutions. 7. Preparation of an action plan for a minimum of 6 months (work schedule, topics, dedicated meetings and others), 8. The organize resources needed to implement the plan 9. Start-up of One-stop-shop (information campaign, organization of meetings).
<p>Restrictions/rules (law, skills, time, other)</p>	<p>Knowledge/competency limitations:</p> <p>Depending on the specifics of the companies operating (industry specific, technological, market specific), public institutions may have gaps in the knowledge that regulates their operations. This may require the involvement of additional specialists.</p> <p>The activity may encounter procedural problems related to access to public information and the involvement of public employees of other institutions (e.g., local government and/or government).</p>
<p>Procedures (if applicable)</p>	<p>In the organization phase, necessary to carry out a formal procedure defining the manner and form of one-stop-shop operation.</p> <p>In the implementation phase, it is necessary to apply administrative procedures that allow cooperation with other public institutions for access to expertise from areas of competence of, for example, regional or national administration (ministries, tax office, etc.).</p> <p>In the variant involving external professionals from the private sphere - it is necessary to carry out procurement procedures (in accordance with the regulations and national law)</p>
<p>Costs for public institutions (if applicable)</p>	<p>The initiative doesn't generate significant additional costs.</p> <p>The need to guarantee access to minor public infrastructure in a public institution.</p> <p>In the variant involving the involvement of external professionals behind the private sphere (industry specialists, subject matter experts, etc.) possible emergence of personnel costs in connection with the provision of services to the public institution.</p>
<p>Expected result (if possible)</p>	<p>Organization of a permanent resource for local entrepreneurs to reduce the cost of access to administrative knowledge - the entrepreneur will reduce costs in the face of avoiding errors and risks associated with the administrative procedures in force</p> <p>Office/government employees will reduce the number of punitive administrative procedures applied to entrepreneurs.</p> <p>Sustainable business-administration relations in the city</p>