European Commission

Different dimensions of the ONCE-ONLY principle

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- **What are we talking about?**

Citizens and businesses should have the right to supply information only once to a public administration. Public administration offices should be able to take action to internally share this data, respecting the data protection rules, so that no additional burden falls on citizens and businesses.

- **What is the aim?**

administrative burden reduction

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- **2009 Malmö Ministerial Declaration on eGovernment**

  "How public administrations can reduce the frequency with which citizens and businesses have to resubmit information to appropriate authorities"

- **eGovernment Action Plan 2011 – 2015**

  Reduction of administrative burdens: applying the principle of "once-only" registration of data for citizens

- **European Council Conclusions October 2013**

  "Efforts should be made to apply the principle that information is collected from citizens only once, in due respect of data protection rules."

Study on eGovernment and the reduction of administrative burden (EC 2014) – with a particular focus on the ONCE-ONLY principle - some findings:
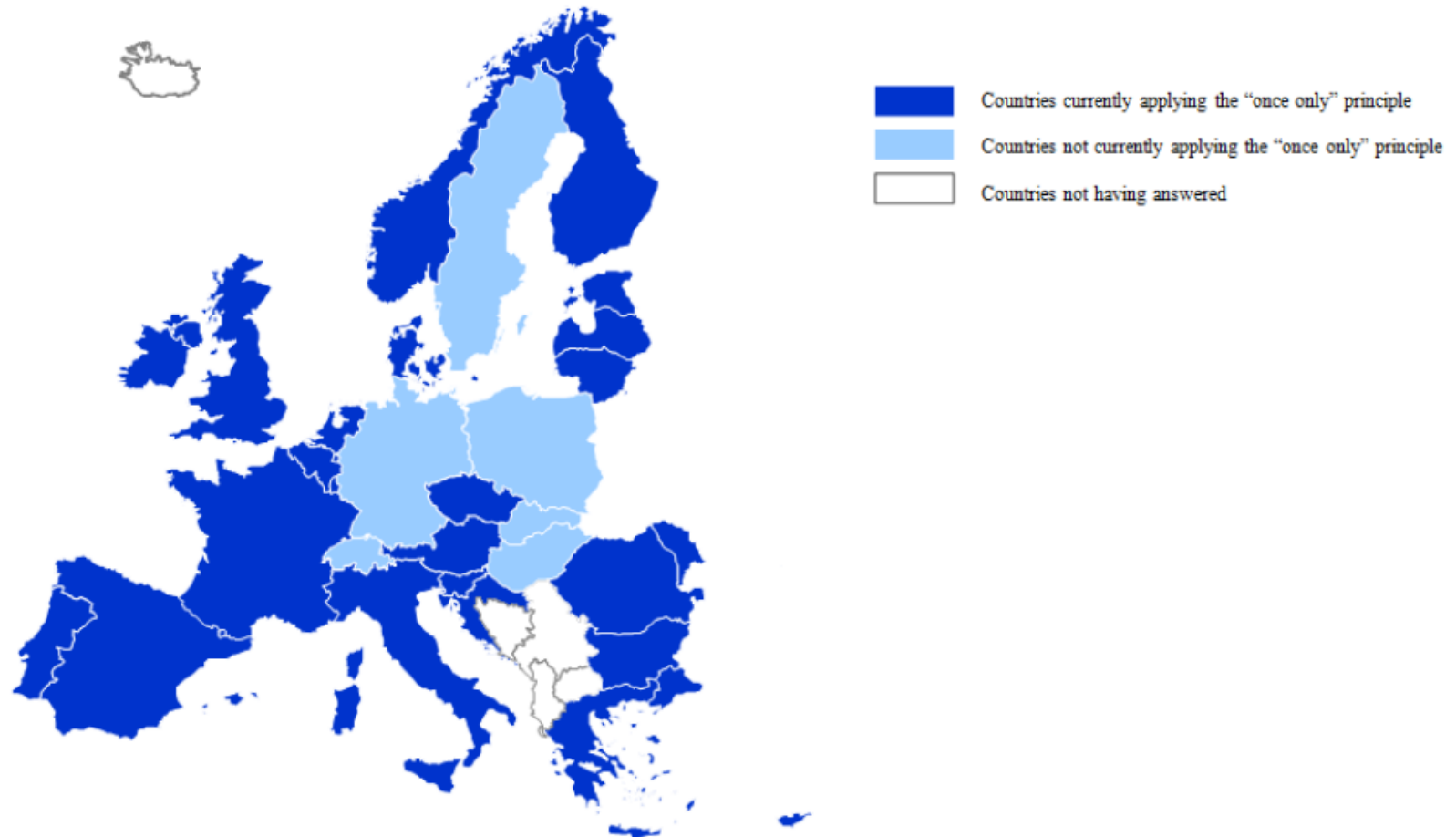
- Once-only principle is expected to bring numerous **benefits**, a positive economic impact (cost savings)

- **Barriers**: privacy and data sharing requirements, implementation costs, public sector silos, legal constraints

- **Building blocks**: interoperability, base registries, data quality, data protection

- Once-only at the **national** level: usually **part of a wider eGovernment policy** or legislative provision

Different OOP Dimensions

	Business to government	Citizens to government	Admin. burden reduction	Implementation aspects
National level	In a number of Member States in a number of sectors	Once only applied in several Member States in some area	Goal to reduce administrative burden of citizens and businesses; public sector modernisation, open government	Facilitating and making once-only possible
EU-level, cross-border	Internal market context	Possible barriers in national legislation. Requirement to respect the data protection legislation, citizens opt-in possibility		

Countries applying the "once only" principle

Countries currently applying the "once only" principle

Countries not currently applying the "once only" principle

Countries not having answered

Source: Study on eGovernment and the Reduction of Administrative Burden (SMART 2012/0061)

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- **ONCE- ONLY is only at an initial 'developing' stage for working across-borders.**

  But: increasing demand for cross-border services as a consequence of the growing mobility of EU citizens and businesses

- **Different relevant legislation in place in individual MSs**

- **On-going EU work can support the ONCE- ONLY principle EU-wide**
  - **Large-scale pilots for cross-border services: eCodex, eSens**
  - **Connecting Europe Facility (CEF)**
  - **Internal market work for citizens and businesses in different sectors**
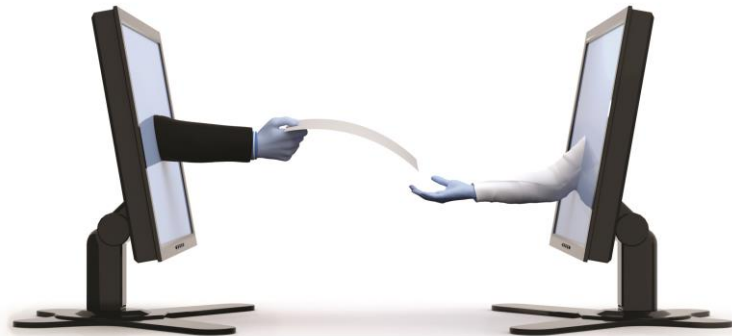 - **Interoperability work**

- **Businesses**

  - More interactions with public authorities (than individual citizens), immediate gains

  - More cross-border interactions
  - Less concerns related to data protection

- **Citizens**

  - Data protection concerns

  - User control, user consent and other means

- **An element of public sector modernisation leading to administrative burden reduction; reducing costs for businesses and citizens**

- **Open government can be a driver for OOP: sharing and re-using, breaking silos -> Change of mindset needed**

- **OOP includes different implementation aspects – these are enablers for making the once-only principle possible, e.g.**

  - **Data protection**
  - **Interoperability and data exchange**
  - **Base registries**
  - **Data quality**
  - **Technical aspects**
  - **Open government**
  - **Administrative collaboration**
  - **Demand**
  - **...**

What Next ?

- **Ongoing discussions with Member States in the eGovernment Expert Group**

  -> identification of possible actions

- **Ongoing discussions with other Commission Services – in particular in the context of the Digital Single Market**

- **Preparation of New eGovernment Action Plan – with strong stakeholder engagement: OOP will likely play an important role**

More information

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Read the Study

https://ec.europa.eu/digital-agenda/en/news/final-report-study-egovernment-and-reduction-administrative-burden-smart-20120061
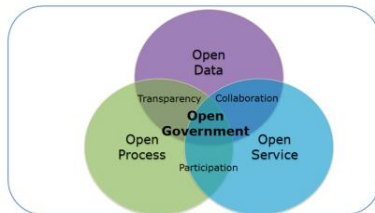
H2020

http://ec.europa.eu/research/horizon2020

Public Services

http://ec.europa.eu/egovernment

Read the Vision Paper

https://ec.europa.eu/digital-agenda/en/ict-enabled-public-sector-innovation-through-open-government

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