**OECD Best Practice Principles for Regulatory Policy**

**One‑Stop Shops for Citizens and Business**





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**Foreword**

This report is part of a series of “best practice principles” produced under the auspices of the OECD Regulatory Policy Committee.

The OECD Regulatory Policy Committee is at the forefront of building international consensus on matters of regulatory policy. Recently, the Committee has identified the importance of providing assistance to member and non-member countries seeking to improve their “regulatory delivery”.

Regulatory delivery commences after a law is passed, and ought to be viewed as a continuum rather than a single, static action. As a complement to the *2012 Recommendation on Regulatory Policy and Governance*, the OECD has provided policy guidance on regulatory delivery in the areas of inspections and enforcement, both in terms of overarching principles and via a practical toolkit. Building on this and related research, this report is intended to assist policymakers in designing, implementing, and reviewing one-stop shops. One-stop shops allow countries to improve regulatory delivery to citizens and business while also reducing government resource requirements. The principles set out in this report provide a framework for supporting one-stop shops, irrespective of their stage of development.

This document was approved by the Regulatory Policy Committee at its 21st Session on 6 November 2019 and prepared for publication by the OECD Secretariat.

survey 2019.

* al cases cannot be answered conclusively on the website, especially because no legally binding answers can be given by the moderators of the information platform. As a result, a disclaimer was added to the website that makes users aware of the fact that the information of the portal only provides guidance and cannot replace a proper legal assessment of individual social insurance cases.

###### Monitoring and evaluation

* A continuous monitoring and an evaluation of the functioning of the portal provided input whether to further operate and develop the one-stop shop. Already when establishing the information portal as a statutory task of the social insurance institutions, a reporting obligation towards the Federal Government after two years was introduced. To fulfil this obligation, a number of key performance indicators were established. These included for instance the number of users and registrations, number of clicks on the various sub-pages, an analysis of the search function of the website and

availability of the system. One result of the evaluation was that the portal is mostly used during the week. This lead to the conclusion that the website is preliminarily used by employers for work related purposes. Another finding was that, although the portal was mostly accessed from Germany, a considerable number of users also accessed the portal from other, non-German speaking countries.

###### Other matters

* The establishment of the one-stop shop was only the final step of a longer lasting effort to reduce compliance costs for employers. It has proven as particularly useful that, prior to the actual establishment of the one-stop shop, an in-depth analysis of existing procedures and requirements had been conducted, including a baseline calculation of compliance costs. On the basis of this baseline assessment, an analysis of various options how to address the problems that had been identified was conducted.

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