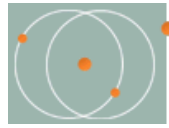


The Internet Rights Forum



[www.foruminternet.org](http://www.foruminternet.org)

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SUMMARY OF THE RECOMMENDATIONS

**THE DEVELOPMENT OF ELECTRONIC  
ADMINISTRATION**

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Contact:

[contact@foruminternet.org](mailto:contact@foruminternet.org)

## **I. CONSOLIDATING THE LEGAL FRAMEWORK OF ELECTRONIC ADMINISTRATION**

**Electronic administration should provide the opportunity to inaugurate a genuine service to user approach, for which the Forum recommends that :**

- Setting up administrative services via the Internet should be incorporated into a complete overhaul of the administration's interface with its users.
- The operational methods of on-line services should be very closely co-ordinated with counter services.
- The involvement of users in defining the service should be an absolute prerequisite to the implementation of on-line services and is an indispensable condition to their proper operation.
- Electronic administration should be a real factor for reducing the a priori constraints imposed on users, notably by replacing the obligation to produce documentary proof by a mechanism of sworn statements.
- There should be maximum interactivity in on-line transactions; paper forms should not merely be made available on-line.
- The range of on-line public information should be added to with an obligation to publish administrative decrees on-line.

**It is, in particular, by generalising best practices that the confidence of users will be ensured, for which the Forum recommends that:**

- Clear rules of validation and confirmation of transactions carried out on-line should be laid down, particularly by generalising the use of receipts sent by the administration.
- On-line rights of access and modification to information entered should be recognised.
- The ease of use of the service offered on-line should make filling in an electronic form as flexible as filling in a paper one (for example, users should be able to interrupt completing the form at any time).
- Public administrations should define and clearly display a benevolence policy in the event of technical hitches.

**It would be advisable to introduce proper electronic mail management for administration users, to which end the Forum recommends that:**

- Administrations should be systematically provided with electronic mail addresses.
- Administrations should define and display policies relating to dealing with administrative mail sent to them.
- Electronic mail sent by an administration should include mention of the name of an official.
- Administrations should prepare to be able to receive electronic "registered letters" that are beginning to appear.

**It would be advisable to introduce the requirement of an electronic signature gradually and in a well thought out way, for which the Forum recommends that:**

- The use of electronic signatures should not be a systematic preliminary to the deployment of on-line services.
- The administrations should give careful consideration to the reasons for requiring an electronic signature.
- Administrations could possibly provide electronic signature tools to users.

**It should be possible to deal with incidents and administrative appeals and disputes on-line, for which the Forum recommends that:**

- Administrations permit complaints and administrative appeals to be made on-line.
- It should be possible to apply to independent administrative authorities on-line.
- On-line submissions for a legal settlement should be made possible by providing the Clerk's Offices with electronic mail addresses and time and date registration services for messages received.
- The possibilities of on-line mediation in the event of incidents or disputes should be encouraged.

## **II. SATISFYING NEW NEEDS IN TERMS OF ON-LINE PUBLIC SERVICES**

**The circulation of information between administrations should be organised in order to reduce formalities for users when a life event necessitates informing different administrations. With this bouquet of services approach, the Forum recommends this circulation of information between administrations be put in place for the following events:**

- Change of address
- Change in family situation (birth, marriage, death)
- Change in situation with regard to employment (loss of employment, new employment)

**On-line services corresponding to the most commonplace needs of users should be developed. Four areas appear priority to the Forum:**

- Following progress on-line by the user of a request addressed to the administration
- Requests for extracts from on-line public records
- Declaration of loss or theft of identity papers
- Setting up the possibility of on-line payment of parking fines

**The Forum recommends that the possibility of on-line payment by banker's card be offered to users of public services.**

**The Forum recommends developing legal system services on-line that respond to the need for proximity and speed expressed by users. The Forum recommends that:**

- On-line services be created as a priority for direct relations between those involved in court proceedings and the courts, in particular for resolving financial disputes.

- Quasi-administrative services provided by the courts be offered on-line registration on electoral roll...).
- Court procedures involving representatives of the law be possible via virtual means.

The Forum does not wish to see the development of an on-line complaint lodging service as such, as the risks linked to it cannot be clearly understood and controlled: risk of abuse, difficulties in terms of validating identity and veracity of facts.

### **III. DEFINING THE CONDITIONS FOR IMPLEMENTING A PERSONALISED ADMINISTRATIVE PORTAL**

**The Forum recommends setting up a personalised administrative portal, [www.monservice-public.fr](http://www.monservice-public.fr), in order to allow citizens to directly access information relating to them and held by the different administrations.**

**The Forum would like the essential principles in terms of personal data protection be reaffirmed and clarified for the personalised administrative portal. In this respect, the Forum recommends that:**

- The formula of a personalised administrative portal should be designed as a simple gateway allowing the user, with the assistance of hypertext links, to access different administration services. It should not be an administrative collection point, centralising all the administrative data on the user.
- The operation of a personalised administrative portal should be based on the principle of voluntary participation and reversibility.
- The personalised portal should be provided for in law
- The rights of access and rectification provided for in the law of 6 January 1978 should be added to in such a way as to provide for these rights to be exercised on-line.
- The reform underway of the 1978 law should also be used to create a legal mechanism that would make dialogues between the administrative files possible at the request of the user.
- The aspiration of individuals for more control of their personal data should not result in recognising a right of ownership of personal data.

**For practical operational methods of the personalised administrative portal, the Forum recommends that:**

- Technical identification solutions used by the portal should provide an appropriate level of security for the user. In this respect, the use of a smart card issued to users would be possible, as well as other identification support such as software certificates.
- Local authorities have a place on the portal [www.monservice-public.fr](http://www.monservice-public.fr). To this effect, joint signalling allowing access to the personalised administrative portal from local sites would be possible.