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## **Stockholm C.A.B. to offer 24-hour service**

**- Pilot project shortens Motor Carrier Permit (MCP) application times from three months to three days**

**The Stockholm County Administration Board (CAB) is fast becoming a 24-hour government agency. Soon MCPs may be applied for via various channels at all hours of the day. Signing an agreement with Posten for 24-hour services will expedite application times.**

Today, it can take up to three months to receive a Motor Carrier Permit. The county administration board reckons that the new service will cut this time to three days. The new system simplifies the process on both sides of the equation.

Every year roughly 3,000 Swedes apply for motor carrier permits. The application process involves extensive contact with government agencies and can take up to three months.

Today, it is incumbent upon the applicant to gather all the information required by the CAB to render its decision. The new service will make this time-intensive process a thing of the past. Citizens applying for motor carrier permits in Stockholm County will be able to submit their applications online after completing ID verification. Applicants who do not have access to the Internet may submit applications conventionally via regular mail. The conventionally mailed application will be "captured" by a computer and digitalized by Posten. Posten, therefore, coordinates all inflows and applications are handled equally effectively, regardless whether it is submitted electronically or conventionally.

Posten's distribution and retrieval system, SHS, automatically retrieves information from concerned government agencies. Applicants need only maintain contact with the CAB.

- Studies have shown that citizens want to use the Internet to carry out their official business with government agencies - on their own terms and when they have time. Respondents also said that this process should be simple and fast. The CAB's new service is a good example of how these expectations are being met. Posten's services will play an important role in the modernization of public administration into a 24-hour government agency, says Karin Norman, head of Posten eGovernment

The alliance between the Stockholm County Administration Board and Posten is one of the first examples of solutions based on goals set out by the Swedish Agency for Administrative Development for citizens' services that can be carried out through various channels at any hour of the day.

- The Swedish Agency for Administrative Development has established a framework of specific demands for interagency infrastructure services. Our services meet these demands as regards identification and signature services, as well as those regarding the submission and retrieval of information, says Karin Norman.

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