



Improving Procedures at the Federal Institute of Telecommunications

Measuring and Reducing Administrative Burdens



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Foreword

The task of improving and simplifying procedures should be part of a broad regulatory policy strategy. The manner in which procedures are designed, implemented and enforced has a direct impact on the effectiveness of the regulation and, therefore, on its capacity to meet its primary public policy objective. At the same time, onerous procedures complicate the daily life of people and impede the efficient operation of businesses. Bureaucratic procedures can be particularly burdensome for small and medium enterprises, whose share of resources diverted to administrative functions is greater than the share of large companies. Bureaucratic procedures can also be burdensome for the public sector and lower efficiency. So, reducing the administrative burden of government regulations on citizens, businesses and the public sector should be part of the government's strategy to improve economic performance and productivity.

The report *Improving Procedures at the Federal Institute of Telecommunications: Measuring and Reducing Administrative Burdens, Mexico*, measures the administrative burdens related to 156 procedures of the Institute, proposes administrative simplification steps to reduce such burdens, and estimates the extent to which they would be reduced.

The OECD 2012 Recommendation of the Council on Regulatory Policy and Governance recommends OECD jurisdictions and countries to make sure that, whenever possible, their administrative simplification programs should include measurements of aggregate burdens of regulation, and to consider using explicit goals as a means of reducing administrative burdens for citizens and businesses. With the publication of this report, the Federal Institute of Telecommunications complies with this recommendation, and joins a select group of government agencies in OECD countries and jurisdictions in setting goals to reduce administrative burdens.

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Acronyms and abbreviations

AI	Investigating Authority of the Federal Institute of Telecommunications (<i>Autoridad Investigadora del Instituto Federal de Telecomunicaciones</i>)
CGPU	General Coordination of User's Policy of the Federal Institute of Telecommunications (<i>Coordinación General de Política del Usuario del Instituto Federal de Telecomunicaciones</i>)
COFEMER	Federal Regulatory Improvement Commission (<i>Comisión Federal de Mejora Regulatoria</i>)
ENOE	National Survey of Occupation and Employment (<i>Encuesta Nacional de Ocupación y Empleo</i>)
GBP	British Pound Sterling (<i>Libra esterlina británica</i>)
INEGI	National Institute of Statistics and Geography (<i>Instituto Nacional de Estadística y Geografía</i>)
IFT	Federal Institute of Telecommunications (<i>Instituto Federal de Telecomunicaciones</i>)
MCE	Standard Cost Model (<i>Modelo de Costeo Estándar</i>)
MXN	Mexican Pesos (<i>Pesos mexicanos</i>)
OECD	Organisation for Economic Co-operation and Development
SCT	Ministry of Transport and Communications (<i>Secretaría de Comunicaciones y Transportes</i>)
SHCP	Ministry of Finance (<i>Secretaría de Hacienda y Crédito Público</i>)
SINCO	National Classification of Occupations System (<i>Sistema Nacional de Clasificación de Ocupaciones</i>)
TICs	Information and Communication Technologies (<i>Tecnologías de información y comunicación</i>)
UC	Compliance Unit of the Federal Institute of Telecommunications (<i>Unidad de Cumplimiento del Instituto Federal de Telecomunicaciones</i>)
UCE	Economic Competition Unit of the Federal Institute of Telecommunications (<i>Unidad de Competencia Económica del Instituto Federal de Telecomunicaciones</i>)
UCS	Concessions and Services Unit of the Federal Institute of Telecommunications (<i>Unidad de Concesiones y Servicios del Instituto Federal de Telecomunicaciones</i>)

UMCA	Media and Audio-visual Content Unit of the Federal Institute of Telecommunications (<i>Unidad de Medios y Contenidos Audiovisuales del Instituto Federal de Telecomunicaciones</i>)
UPR	Regulatory Policy Unit of the Federal Institute of Telecommunications (<i>Unidad de Política Regulatoria del Instituto Federal de Telecomunicaciones</i>)

Glossary and Definitions

Complexity Index: It refers to the numerical scale assigned to a procedure, in order to classify it according to the level of its potential administrative burdens for citizens or entrepreneurs, and to the burden of other procedures directly measured. Its development helps estimate the administrative burdens of procedures that were not measured in interviews.

Digitalisation: The term refers to the use of information technologies for the partial or total management of a procedure. Digitalisation can (and should) include proceedings associated with the collection, processing and storage of information and documents that a public institution requires for its operation, as well as the management of the interaction between citizens and the public institution responsible for the process. Digitalisation is usually preceded by simplification.

Frequency: The number of times a year a typical user must submit a procedure before the relevant authority to comply with the regulation.

Normally efficient company: A company that does not carry out a given procedure in a very fast way, but that does not do it very slowly.

Population: Is the number of companies or citizens that must comply with a given procedure. It also refers to the number of requests concerning a specific procedure, and it is the definition adopted in this document.

Potential savings: These are the reductions that could be derived from the administrative burden of a procedure should the simplification and/or digitalisation recommendations be implemented.

Procedures: Any application or delivery of information that natural or legal persons submit before the Institute, whether to comply with an obligation, to obtain a benefit or service or, in general terms, in order to issue a resolution, as well as any document that those persons are bound to preserve, not including the documentation or information that only has to be submitted upon requirement in terms of the provisions of the different laws and administrative provisions of a general nature that apply to the Federal Institute of Telecommunications.

SCM Manual: International Manual of the Standard Cost Model, published by the Standard Cost Model Network. Available at: <http://www.oecd.org/gov/regulatory-policy/34227698.pdf>.

Simplification: It refers to reducing or eliminating requirements, processes or procedures that are redundant or unnecessary to carry out an economic or social activity, comply with regulations or request a public service. Simplification demands re-engineering processes, as well as improving submission formats and information requests.

Executive Summary

Administrative burdens are the costs that governments impose on citizens and businesses when completing procedures. The time that citizens, employees or business owners spend picking up the format in government offices, gathering documentation required for the procedure, drafting required reports, going back to the offices or making payments, translates into economic costs. The administrative burden is the amount of time invested by individuals involved in the procedures activities, multiplied by their salary, multiplied by the number of companies that carry out the procedure per year.

Based on an adaptation of the Standard Cost Model (SCM), a methodology widely used in the OECD countries, the Federal Institute of Telecommunications (IFT) measured the administrative burden of 156 procedures, identified in June 2016. The methodology included conducting direct surveys among users —either citizens or entrepreneurs— of IFT procedures, as well as implementing and using quantitative and qualitative techniques.

Thus, all administrative burdens related to these 156 procedures, amounting to MXN 203.3 million, were identified. The following are some of the main findings obtained when measuring administrative burdens:

- The two IFT administrative units in charge of the procedures with the biggest total administrative burdens are the Compliance Unit, with 24 procedures, representing MXN 109.5 million (54% of the total load identified); and the Concessions and Services Unit, with 111 procedures, representing MXN 93.0 million (46%).
- Only seven procedures account for 80% of IFT total administrative burdens.

Should all administrative simplification measures suggested in this study be implemented, IFT total administrative costs could be reduced in 16%, or MXN 32.8 million. The following are the main findings when estimating the potential savings:

- The administrative burden of the Compliance Unit procedures could be reduced 17%, or MXN 18.7 million.
- The Concessions and Services Unit load could be reduced 15%, or MXN 13.8 million.
- Joint reductions in both units would amount to 99% of total savings.

Two of the most influential recommendations to reach the potential savings in administrative burden are to simplify and digitalise procedures. Based on this, the main actions that could be carried out include the following:

1. Formalities' digitalization requires an interoperable system, which allows sharing information between administrative units, so that companies or citizens are only asked for information once.
2. Having an electronic system that is flexible enough to add information to the company or the citizen's record as they complete the procedures.
3. Considering that the creation of an interoperable digital procedure system undoubtedly requires internal management processing of formalities and most likely their reengineering.
4. Establish a system to make online payments.

Some additional recommendations regarding administrative simplification, whose impact can favour IFT's efficiency when managing its procedures, as well as the perception of transparency and accountability before their users, include the following:

1. Completing the mapping of all procedures that can be submitted to the IFT.
2. Improving communication in the internal management of procedures.
3. Providing and publishing information required to complete IFT procedures.
4. Favouring the use of formats over free writings to complete procedure

Introduction to the improvement of procedures at the Federal Institute of Telecommunications

This chapter explains the relationship between, and the importance of, regulatory policy, administrative simplification and procedures improvement. It also briefly describes the content of each section of the report.

The creation of a quality regulatory policy is essential for a society's welfare, market development and environmental welfare (OECD, 2011^[1]). This requires that governments and regulatory bodies design policies that meet the objectives set out, without hindering development or economic growth. Hence, evaluating the regulatory stock becomes relevant as an essential part of the regulatory improvement process. The continuous drafting of rules and regulations, the lack of modernisation of government systems through information and communication technologies (ICT), and the absence of systematic strategies to review the regulatory stock have fostered the increasing administrative burden of regulations. Thus, the process of evaluation and simplification of the formalities that regulated entities must carry out is even more valuable.

Therefore, administrative simplification is an instrument that encourages innovation, increases entrepreneurship and improves public governance, since it creates tools that are more effective when implementing regulations (OECD, 2009^[2]). OECD countries have broadly adopted administrative simplification strategies (OECD, 2010^[3]) using as one of their guidelines the Netherlands experience, which includes the Standard Cost Model (SCM). Actually developed by the Netherlands, the SCM is a methodology that allows the quantification of administrative burdens costs, and has been the base for many interventions implemented in countries such as the United Kingdom and Portugal.

This report proposes to undertake actions to streamline the Mexican Federal Institute of Telecommunications (IFT) procedures, by measuring and reducing their administrative burdens. The IFT is a constitutionally autonomous entity that ensures, among other things, the quality of telecommunications services and the attention given to their users; to this end, it monitors the interaction with the individuals or companies it regulates or with telecommunications stakeholders. Besides, it is the institution in charge of regulating economic competition issues in the telecommunications and broadcasting sectors.

The following chapter describes the methodology used to measure the administrative burdens inherent to the evaluated procedures, and Chapter 3 includes their measurement. Chapter 4 shows a qualitative evaluation of IFT procedures, which results from gathering information on the nature of such procedures and their internal management process. Chapter 5 shows the potential savings in administrative burdens that would be achieved through the simplification and digitisation of the 156 IFT formalities. Finally, Chapter 6 describes the actions that should be undertaken regarding administrative simplification and digitisation, in order to achieve savings in administrative burdens.

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Methodology for measuring the administrative burdens of the procedures carried out at the Federal Institute of Telecommunications

This chapter describes the methodology for measuring the Federal Institute of Telecommunications (IFT) administrative burdens. The chapter introduces the Standard Cost Model's nature, scope and limitations in measuring administrative burdens and describes international instances that adopted this model. Then, the chapter discusses how the Standard Cost Model was adapted to the IFT's procedures, explaining that the measurement was based both on direct surveys conducted among citizens and entrepreneurs, as well as on a mix of qualitative and quantitative techniques.

The purpose of this report is to measure the administrative burdens of the procedures carried out by the Federal Institute of Telecommunications (*Instituto Federal de Telecomunicaciones*, IFT) using an adaptation of the Standard Cost Model (SCM). The SCM is a methodology developed by the Netherlands and broadly used by OECD countries such as the United Kingdom, Finland and Denmark, among others (see Box 2.1). The SCM allows measuring the cost that governments impose on citizens in complying with regulations and is aimed to guide administrative simplification and government efficiency efforts towards the procedures that entail higher administrative burdens. This report seeks to offer a useful tool so the IFT simplifies its procedures, and thus, increase the effectiveness of its processes and reduce its own costs, as well as those imposed on the citizens subject to regulations.

Box 2.1. International experience on the use of the SCM to measure administrative burdens

Denmark has used the SCM to measure administrative burdens and has committed to reduce them by 25% between 2001 and 2010. This country recently developed two new projects: one to face the most onerous regulations and another to better adjust its burden-reduction policy to the real needs of the companies.

Germany selected the SCM to measure the administrative burdens derived from information requirements included in its federal legislation. The goal was set to reduce these costs by 25% between 2006 and late 2011, becoming one of the pillars of its bureaucracy reduction and legislation improvement program.

Sweden announced as a national goal to achieve in 2010 a net reduction of 25% in administrative burdens related to complying with the information requirements imposed on enterprises through the legislation. The measurement of administrative burdens was carried out using the SCM methodology.

Portugal set the goal of reducing the companies' administrative burdens by 25% in 2012. The objective involved all laws and regulations with an impact on the companies' life cycle. This exercise was based on an adaptation of the SCM and focused on the key legislation that would be subject to administrative simplification measures. The SCM adaptation included the total cost of complying with the regulation and involved the administrative burdens imposed on citizens. It focused on information requirements and incorporated the delays, and the waiting times for official answers.

In 2009, Finland adopted, among other measures, one of the more recent programs aimed at reducing the administrative burdens for companies by 25% in 2012. This strategy emerged after a pilot measurement of the VAT legislation that used the SCM. The action plan focused on eight priorities: taxes, statistics, agricultural grants procedures, food security and quality, employer procedures, financial reporting obligations, public hiring and environmental authorisation procedures. The development of e-government services for businesses is a horizontal priority of the action plan.

Source: OECD (2010), *Why Is Administrative Simplification So Complicated?: Looking beyond 2010*, Cutting Red Tape, <http://dx.doi.org/10.1787/9789264089754-en>.

2.1. Standard Cost Model

The SCM is a methodology intended to measure the administrative burdens of regulations in a standardized and cost-efficient way. It is a qualitative technique that, in order to calculate these burdens, considers the total time citizens devote to complying with regulations divided by standard or generic activities. The model assumes that every individual would carry out these standard activities when faced with any procedure and, therefore, allows for the implementation of the method in different countries and government levels, whether it is a set of regulations or a specific sector.

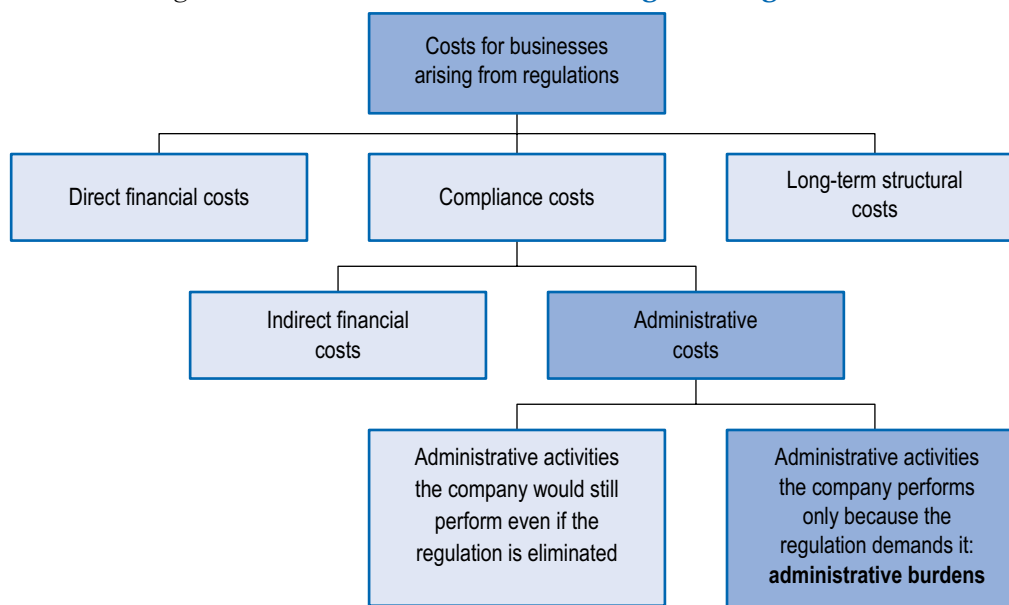
Thus, the SCM quantifies the time invested by users in completing the procedures and identifies the most time-demanding and most costly activities. This makes it possible to prioritise administrative simplification efforts and to improve specific processes.

The SCM divides the procedures into a range of components that are measurable, while at the same time focusing on the administrative tasks that need to be carried out to comply with the regulation. The SCM measurements reveal the regulatory areas in which it is feasible to reduce administrative burdens. Given the action-oriented nature of the SCM results, the model is an essential benchmark and constitutes a source of insight into simplification opportunities.

Adopting the SCM as part of a simplification process offers several advantages:

- It highlights the regulatory elements whose compliance is more onerous for the users and identifies the total administrative burdens cost.
- The measurement of a benchmark level reveals where the administrative burden is generated during the companies' processes, and indicates where simplification can have a greater effect.
- Simplification efforts may be routed best after classifying the administrative burdens and identifying the department/ministry responsible for the onerous regulation.
- The information gathered allows simulating how changes in regulation and procedures might influence the costs faced by the users.
- The SCM can promote data exchange among government agencies.

According to the SCM, companies face three types of costs arising from regulations: direct financial costs, long-term structural costs and compliance costs. The SCM focuses on the latter. Within this category, the SCM only takes into account the administrative costs of compliance with the regulation, of which, in turn, it only contemplates the administrative burdens faced as a result of the regulation (see Figure 2.1).

Figure 2.1. **Costs for businesses arising from regulations**

Source: SCM Network (N.A.), *International Standard Cost Model Manual, Measuring and reducing the administrative burdens for business*, <http://www.oecd.org/gov/regulatory-policy/34227698.pdf>.

The costs for businesses arising from regulations are the following:

1. **Direct financial costs:** The tax liabilities demanded by the government to comply with the regulation; i.e., duties or fees that users must pay to carry out the procedure.
2. **Compliance costs:** All costs involved in complying with the regulation. They may be divided into two categories:
 - a. **Indirect financial costs:** The costs incurred in to comply with the procedure's requirements; these costs account for the amount of money that can buy the equipment required to adhere to the regulation. An example of this type of cost is the adaptation of facilities a company must carry out to comply with Civil Protection's standards.
 - b. **Administrative costs:** The opportunity costs generated when carrying out a procedure. These are estimated as the non-received remuneration brought about by carrying out tasks related to the procedure submission. An example of these costs is the time the company's legal representative devotes to filling the required forms to submit accounting reports.
3. **Long-term structural costs:** The costs associated to the structural changes (in activities, human and material resources) implemented due to regulations. An example of this type of costs arises when there is a given threshold defined by a specific number of employees of a given company to comply with a given regulation, so the companies

have an incentive to maintain their size over the threshold, which reduces the size of the average company in the economy and affects its performance.¹

The above-mentioned headings indicate that the SCM only estimates the administrative costs users bear in order to comply with the regulation. Nevertheless, there should be a distinction between the administrative tasks the users would perform even without the regulation and the activities arising from regulatory demands. The latter are known as administrative burdens and are the measurement basis of the SCM. As an example of the difference, consider that the Institute requires the regulated companies to submit regular accounting reports; however, even if this procedure were eliminated, the companies would still draft accounting reports for internal use purposes or to comply with procedures required by another government agency.

As mentioned before, the measurement of administrative burdens does not take into account the direct financial costs, which in this exercise refer to the payment of duties required to comply with the regulation. However, in Annex 3.A, the amount appears as part of the IFT procedures, and such figure should not be considered as part of the administrative burdens.

These costs are estimated by monetizing all resources geared toward the development of the information that will be submitted to the regulatory authorities. Administrative burdens are estimated based on the time invested by the individuals involved in the tasks needed to carry out a procedure, the cost of such time according to its profile (measured as the remuneration received by the employee of the company or the wage the citizen does not receive while completing the procedure), as well as the number of times the formality is carried out during a year.

Let us assume that a company needs a permit, a licence or special approval to offer a telephony service; the administrative burdens are those arising after obtaining and submitting the requirements for such permit.

If the company needs 80 hours to complete the requirements and the employee in charge of the task receives a wage of MXN 200 per hour, the total price will be $\text{MXN } 80 \times 200 = 16\,000$. If the requirements apply to 20 companies (the population that needs such permit) and each one of them must obtain the permit once a year (frequency), the amount would be $20 \times 1 = 20$. The final cost of the activity, or the administrative burden resulting from complying with this procedure, will be $\text{MXN } 16\,000 \times 20 = \text{MXN } 320\,000$ per year. The amount of MXN 320 000 is the administrative burden resulting from complying with the regulation derived from the permit request procedure.

The SCM offers a guide on the tasks needed to conduct a procedure, which it calls standard tasks. When information from the procedure's users is gathered, it is necessary to ask entrepreneurs and citizens how much time they devoted to each task, in order to measure the administrative burdens. Table 2.1 contains the list of standard activities used in this report.

¹ The waiting time for an official response to a procedure application, whether within the official deadline or over it, also implies costs for the companies, since they represent "opportunity costs". Nonetheless, the SCM does not take them into account, since they are not administrative burdens. In addition, in order to calculate these costs, information on the companies' capital profitability should be available, since it is necessary to calculate lost profits due to the time elapsed waiting for the government's response, which complicates reaching a solid estimate.

Table 2.1. **Standard administrative activities involved in completing procedures**

Activity
1. Identifying and understanding procedure requirements.
2. Meetings with internal staff members to prepare the information. *
3. Activities related to procurement and payment of external services to complete the procedure.
4. Meetings with consultants or external service providers to complete the procedure.
5. Collecting existing information.
6. Drafting and generating new information.
7. Filling formats and/or filling applications and reports.
8. Creating and managing backup files (for example, logs, regular reports, electronic registries, etc.).
9. Activities associated with payment of the procedure such as: direct payment to the agency, payment at the bank, payment in other offices, online payment.
10. Transportation to public offices to complete the procedure (for instance, collection of information, submitting an application).
11. Waiting time at public offices to carry out the procedure.

* Only measured in entrepreneurial procedures

Source: Adapted from SCM Network (N.A.), *International Standard Cost Model Manual, Measuring and reducing the administrative burdens for business*, <http://www.oecd.org/gov/regulatory-policy/34227698.pdf>.

In Table 2.1, activity 10 focuses on transportation items needed to carry out the procedure. However, transportation costs associated to this activity may take place at the local level (within Mexico City's metropolitan area), where IFT offices are located, or at the national level (where telecommunication companies may be located). The local transportation costs are included in the administrative burden figure used in this report.

The SCM was designed with the purpose of measuring the administrative consequences for the users arising from the regulation and is currently the method of choice for that purpose. The SCM is intended to provide a simplified and coherent methodology to calculate the administrative cost that government regulation imposes on users. Such methodology adopts a pragmatic approach to measurement and provides coherent estimates in the different areas addressed by the policy. Nonetheless, although the SCM offers advantages to measure administrative burdens, it also has limitations. Box 2.2 presents a brief discussion on the SCM's scope and limitations.

Box 2.2. **Scope and limitations of the SCM**

Even if the SCM has advantages as an administrative simplification tool, it also has limitations. Below is a discussion on the subject:

What are the benefits of measuring the administrative burdens imposed by procedures, if on many occasions people already know which are the costliest for users?

The SCM makes it possible to: 1) identify why the procedure is onerous for users and 2) identify the best, most adequate and high-priority administrative simplification strategies.

Is the SCM measurement statistically representative or does it takes into account representative samples of the procedures' users?

The SCM is considered a qualitative and pragmatic exercise, with a methodology solid enough to carry out an approximate measurement of the administrative burdens that procedures generate for users. The SCM does not base its methodology on statistically representative samples of the procedures' users. In terms of costs, such an exercise would be too sophisticated for the government.

Instead, the SCM methodology clearly identifies the groups of users of the procedures and, by gathering information from them through surveys or focus groups, it identifies those that perform the activities required to comply with the procedure within a reasonable period, i.e., not too quickly and not too slowly (see below "Phase 2: Gathering and standardising data on time and cost" of the SCM methodology).

Does the SCM measure all costs arising from the regulation, including the opportunity cost for the user due to the waiting time for an official response?

No, the SCM focuses exclusively on administrative burdens arising from complying with the procedure, i.e., during the time devoted to paperwork, information collection and similar activities. There are alternative methodologies to measure other costs related to regulation (OECD, 2014_[4]).

Some OECD countries such as Portugal (see Box 2.1), include as part of the procedure's total cost, the cost represented by the waiting time for an official response, also known as "opportunity cost". Nevertheless, such cost cannot be considered as an administrative burden, since it is the difference between the profits a company would make if it could receive an official response on behalf of the government in a shorter time or in the officially established time, and the profits received when the company has to wait longer. Since profits depend on the return to capital of the company, they vary from one company to another and rely upon several assumptions; this complicates the measurement of the opportunity cost (OECD, 2014_[4]).

Is it absolutely necessary to gather information on the procedure's users to measure administrative burdens?

The basic principle of the SCM lies on identifying the factors that make a procedure onerous for its users. Therefore, one of the most reliable sources for gathering the necessary information is the user. Nevertheless, the OECD recommends the following:

Box 2.2. **Scope and limitations of the SCM** (Cont.)

Governments should quantify the administrative burdens and set quantitative objectives to reduce them, either before launching the project or during its execution. However, quantification should be used with caution, taking efficiency into account. Qualitative methods, especially those analysing the inconvenience cost, should supplement quantitative calculations, in order to better focus efforts (OECD, 2010_[3]).

The experience of international jurisdictions such as the European Commission and the United Kingdom shows that measuring the administrative burden of all procedures—a method known as benchmarking—may turn out to be a highly onerous exercise. Therefore, it would be ideal to focus efforts on priority processes or sectors in terms of simplification needs.

Once there is a critical information base about administrative burdens from data gathered from users, some jurisdictions—such as Australia, the European Commission and the United Kingdom—decide to use this information to estimate administrative burdens from other current or projected procedures, as part of the Regulatory Impact Assessment.

In contrast, in cases such as the Czech Republic's, where administrative burdens were measured only with information provided by government officials, there is a dilemma regarding data reliability (OECD, 2010_[3]).

International experience shows that many countries have strayed from the methodology as established in the SCM Manual. Are those measurements valid?

The OECD report *Why Is Administrative Simplification So Complicated* (OECD, 2010_[3]) documents the administrative burden reduction programs of its member countries. Most of them adapted the SCM methodology, and the differences against the original methodology owed to national priorities, efficiency criterion or limitations in available data. Although these differences complicate international comparison of administrative burden measurement results, the basic goal in each case was to focus the administrative simplification efforts in achieving the desired reduction in these burdens, generally between 20% and 25% of the total burdens.

In addition, the OECD recommends its member countries to assess the regulatory improvement policies to determine their impact and efficiency (OECD, 2012_[5]). OECD countries are responsible of implementing pertinent assessment processes in order to verify if the administrative burden reduction programs achieved their goal, and which changes may be brought about to increase their efficiency and efficacy.

Just like with any other exercise of this nature, the scope and limitations of the SCM methodology should be taken into account when interpreting the outcomes. In addition, in the IFT case in particular, the calculation and extrapolation of procedure costs were directly related to the availability of information about them, as well as the ability to find companies or citizens that had carried them out. This will be explained in further detail below. It should be noted that for this exercise only the procedures available on the IFT portal as of June 2016 were considered. When this report is published, some of these procedures might not be in force anymore or, on the contrary, there might be other procedures in force, different from those included here.

2.2. Methodology used to measure administrative burdens

Table 2.2 contains a summary of the methodology used to measure IFT procedures' administrative burdens, according to the SCM; 0 includes a broader section on methodological aspects.

Table 2.2. **Summary of the methodology used to measure administrative burdens**

1. Selection of surveying procedures	<p>A total of 156 procedures are the universe of procedures whose administrative burdens are being measured (more information in the following chapter).</p> <p>Thirty-four procedures were selected to measure burdens through direct surveys to citizens and entrepreneurs. The goal was to select procedures representative of the IFT's universe and to use such information to measure the administrative burdens of the rest of the procedures with quantitative and qualitative methods.</p> <p>The 34 procedures were selected following criteria based on complexity, frequency and, most of all, availability of information from users who implemented them in the past.</p> <p>For more information, see steps 1 through 9 of the SCM Manual, described in 0.</p>
2. Gathering information on procedures	<p>The first round of information collection on IFT procedures involved interviews to officers responsible of the 156 procedures.</p> <p>The goal was to gather basic information about the procedures and details of their management and operation.</p> <p>For more information, see steps 1 through 9 of the SCM Manual, described in 0.</p>
3. Identifying similar and independent procedures	<p>The preliminary analysis and the interviews with officials identified groups of procedures with identical or nearly identical requirements. Consequently, the conclusion was that these procedures impose practically the same administrative burdens to users and it was decided that these groups would be subject to a technique that directly extrapolates the value of the administrative burdens measured through surveys to evaluate the procedures not measured this way.</p> <p>Procedures with completely different requirements were detected and classified as "independent" requirements. Among these, those whose administrative burdens were not measured through direct surveys would be subject to a mix of quantitative and qualitative techniques.</p> <p>For more information, see steps 1 through 9 of the SCM Manual, described in 0.</p>
4. Selection of procedures to measure burdens through direct user surveys	<p>Once the groups of similar and independent procedures have been identified, those whose measurement should be done through direct surveying were selected and they would serve as inputs to measure the burdens of the remaining procedures.</p> <p>The interviews were limited to users that carried out the procedure between 2015 and 2016.</p> <p>The exercise aimed at surveying 34 procedures; the remaining procedures would be measured through a mix of qualitative and quantitative techniques.</p> <p>The total number of surveys gathered was 218.</p> <p>For more information, see steps 10 through 13 of the SCM Manual, described in 0.</p>
5. Calculation of administrative burdens	<p>For procedures that included interviews, administrative burdens were measured directly taking into account the time reported and the industry wages.</p> <p>On the other hand, for the remaining procedures, the cost was measured depending on whether they are similar or independent.</p> <p>In the case of procedures identified as independent, a qualitative analysis of the information requirements was executed, in order to identify their complexity level. Based on this, an average burden could be assigned to them. Complexity was defined according to the unit cost of the procedures measured through user surveys.</p> <p>For more information, see step 14 of the SCM Manual, described in 0.</p>
6. Savings estimates and simplification plan	<p>The simplification plan was based on the procedures with the highest administrative burdens in the IFT, which consist of the unit cost and the population.</p> <p>Savings were calculated according to the potential simplification improvements for each of the procedures identified as priority issues.</p> <p>For more information, see chapter 5.</p>

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Annex 2.A. Phases of administrative burden measurement according to the SCM Manual

This section explains the phases and steps to measure administrative burdens according to the guidelines set out in the SCM Manual. The format is similar in some aspects and steps to the methodology section included in (OCDE, 2016_[6]). Each step explains the adaptations carried out for the purposes of this report. Table 2.A.1 contains the summary of phases and steps.

Annex Table 2.A.1. **Phases and steps of the SCM**

Phases and steps
Phase 1. Preparatory analysis
Step 1. Identifying information obligations, data requirements and administrative activities
Step 2. Identifying related regulations
Step 3. Classifying mandatory information by type
Step 4. Identifying relevant entrepreneurial segments
Step 5. Identifying the population, rate and frequency
Step 6. Interviews with companies vs. expert assessment
Step 7. Identifying pertinent parameters to calculate costs
Step 8. Drafting the interview questionnaire
Step 9. Expert review of steps 1-8
Phase 2: Gathering and standardising data related to time and cost
Step 10. Selecting representative companies that will be interviewed
Step 11. Interviews with companies
Step 12. Completing and standardising time and resource estimates for each segment by activity
Step 13. Expert review of steps 10-12
Phase 3: Estimation, distribution and reports
Step 14. Extrapolating validated data
Step 15. Reporting and transferring to the database

Source: Adapted from SCM Network ((N.A.)), *International Standard Cost Model Manual, Measuring and reducing the administrative burdens for business*, <http://www.oecd.org/gov/regulatory-policy/34227698.pdf>.

Phase I. Preparatory analysis

This stage includes the analysis before information collection and administrative burdens estimate. Thus, it integrates the steps starting with identifying the regulation imposed by the IFT to the regulated subjects on telecommunications, up to the strategy needed to obtain information on how to comply with the regulation. The information obtained at this stage will be used to define the burden measurement strategy for each procedure.

First, the strategy started from the fact that the IFT already had an inventory of 156 procedures, which made it unnecessary to define the regulation or to identify later the procedures emanating

from this law. Chapter 3 includes a list of procedures and the unit responsible for each of them. These procedures are identified in the IFT with a key assigned for its management, according to the responsible area.

During this stage a questionnaire was designed and delivered to the IFT officials responsible for the 156 procedures, with the purpose of obtaining basic information about the procedures to help select the sub-universe that would be measured through direct user surveys. Based on the information gathered from the survey, a set of procedures representative of the IFT would be selected so that, with the data gathered from entrepreneurs and citizens, the remaining procedures would be measured. 0 includes the questionnaire answered by the government officials.

Step 1. Identifying information obligations, data requirements and administrative activities

Box 2.A.1 contains the definitions of information requirements, data requests and administrative activities, according to the SCM methodology. Using these definitions, in the IFT case, it was decided that the procedures would be used as the equivalent of information requirements. Thus, the report would focus on the administrative burdens imposed by IFT procedures to the bodies or users it regulates.

Annex Box 2.A.1. Definition of information obligations, data requirements and administrative activities

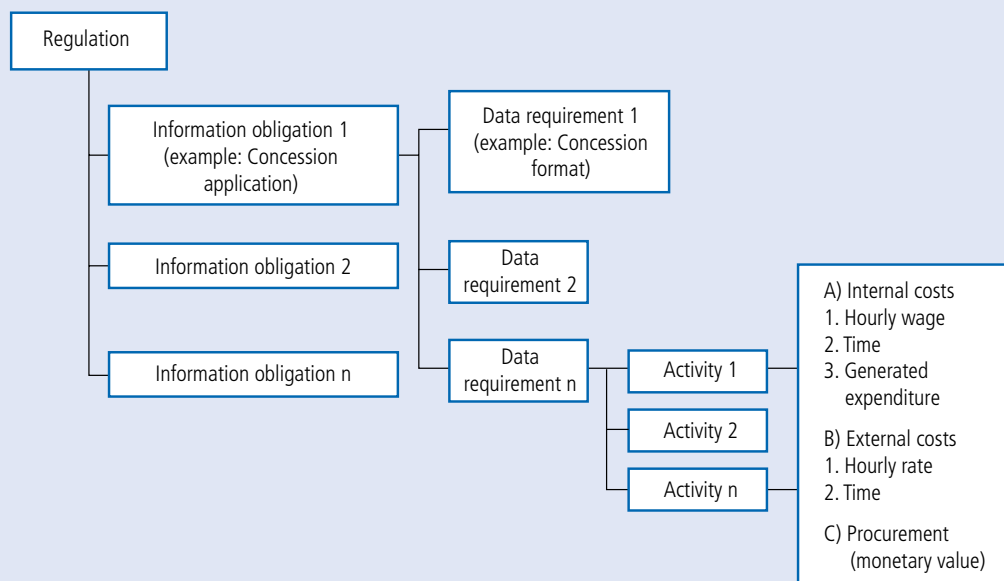
Information obligation: Information obligations (IO) are those derived from the regulation that implies providing information and data to the public sector or third parties.

Data requirements: Each information obligation has one or more data requirements. A data requirement is defined as each information element that has to be provided in order to comply with an IO.

Administrative activities: In order to provide the information for each data requirement, it is necessary to carry out a specific number of administrative activities. The SCM calculates the costs of implementing such activity.

Annex Box 2.A.1. Definition of information obligations, data requirements and administrative activities (Cont.)

The illustration below shows the SMC's basic structure.



Source: Adapted from SCM Network ((N.A.)), *International Standard Cost Model Manual, Measuring and reducing the administrative burdens for business*, <http://www.oecd.org/gov/regulatory-policy/34227698.pdf>.

Therefore, this report estimates the cost of 156 procedures, those fully identified by the IFT in August 2016. These procedures were distributed among seven units or administrative areas, according to Table 2.A.2. Chapter 3 contains the full list of procedures by name and code number.

Annex Table 2.A.2. **Total number of procedures to measure by IFT administrative unit**

Federal Institute of Telecommunications (IFT)	
Administrative unit	Number of procedures
Investigating authority	4
General Coordination of User Policy (Coordinación General de Política del Usuario)	1
Economic Competition Unit (Unidad de Competencia Económica)	4
Concessions and Services Unit (Unidad de Concesiones y Servicios)	111
Compliance Unit (Unidad de Cumplimiento)	24
Media and Audio-visual Content Unit (Unidad de Medios y Contenidos Audiovisuales)	6
Regulatory Policy Unit (Unidad de Política Regulatoria)	6
Total	156

Following the definitions provided by the SCM methodology, the data requests were gathered from the information required by the IFT to carry out each procedure, including the requirement of attached documents.

Once the data requirements were established, the following activity involved identifying the administrative activities that the companies should carry out to comply with these requirements. These would be finally validated during the interviews with companies and citizens in step 11. The administrative activities used for the purposes of this report are shown in Table 2.A.3 below.²

Annex Table 2.A.3. **Standard administrative activities for procedures management**

Activity
1. Identifying and understanding procedure requirements.
2. Meetings with internal staff to draft the information. *
3. Activities related to hiring and paying for external services to manage the procedure.
4. Meetings with external consultants or service providers to work on the procedure.
5. Gathering of existing information.
6. Drafting and generation of new information.
7. Filling formats and/or elaborating applications and reports.
8. Creating and managing backup files (for example, logs, regular reports, electronic registries, etc.).
9. Activities associated with the payment of the procedure such as: direct payment to the agency, payment at the bank, payment in other offices, online payment.
10. Transportation to public offices to perform the procedure (for instance, information collection, application delivery).
11. Waiting time at public offices to carry out the procedure.

* Only measured in entrepreneurial procedures

Source: Adapted from SCM Network ((N.A.)), International Standard Cost Model Manual, Measuring and reducing the administrative burdens for business, <http://www.oecd.org/gov/regulatory-policy/34227698.pdf>.

The goal of identifying administrative activities is to understand the process that users have to go through for each procedure. The burden of each procedure is calculated based on the time users devote to these standard activities.

Step 2. Identifying related regulations

In any standard cost analysis it is important to clarify if the administrative costs of information obligations or data requirements can be attributed to one or more regulations. If administrative costs can be attributed to two or more regulations, it is also vital to guarantee that they are counted only once, as long as they do not have to be submitted two or more times. That is, avoid double counting if the institution effectively keeps the information file and it is not requested for other procedures.

² The SCM Manual identifies 16 standard tasks. Previous experiences of use of the SCM in Mexico suggest it is convenient to use only the 11 tasks indicated on Table 3. See (OECD and Secretaría de Economía, 2009_[7]).

In order to avoid a possible overlaps of information requests, and based on the questionnaires answered by officials and the meetings with them, this report identified chained or sequential procedures in the Institute. For example, it is necessary to have a positive (or previous) reply to a Request for a single concession for commercial use (*Solicitud de concesión única para uso comercial*) for at least three procedures. This type of information on the data and information requirements makes it possible to determine the potential in the simplification and digitisation processes when saving electronic files. As mentioned below, the IFT maintains different channels through which it requests the same information from the regulated businesses.

Step 3. Classifying information requirements

In order to have a better overview of the origins of costs, procedures may be classified according to their conditionality (whether they are compulsory, for special circumstances or optional), or according to their function (e.g., complaints, notifications, applications, etc.). Identifying the possible classification of each procedure makes it possible to select those that will be directly measured through user surveys and, consequently, to measure more adequately using quantitative techniques for the remaining procedures.

In the IFT, all procedures were identified as compulsory, except for grievances and complaints, which are handled upon request.

Step 4. Identifying relevant entrepreneurial segments

When the regulation that originates a procedure identifies specific features of the companies mandated to carry it out, it is advisable to determine the entrepreneurial segment in order to best measure the costs. This would be the case of regulations that are only applicable to small and medium-sized companies or non-profit organizations. Nonetheless, these specifications may have financial and time-related costs for the project, since the greater the detail in identifying the burdens, the larger the information, time and investment requirements.

This report measures the burdens of the procedures without differentiating among the type of company (in terms of size) requesting them. This was decided thus because the telecommunications and broadcasting sector usually involves medium- and mainly large-sized participants among which, in turn, there is a broad variation in size. In addition, the purpose is to establish a benchmark based on which it is possible to follow up on the simplification and digitisation tasks. The exercise does differentiate among procedures aimed at the industry and those aimed at citizens by using differentiated labour costs (see step 7).

Step 5. Identifying the population, rate and frequency

The following concepts should be defined in step 5:

- Identify the **population** for each procedure
- Establish the **compliance rate** for each procedure
- Determine the **frequency** of applications submitted for each procedure

Each regulation or procedure has a **population**, which indicates how many companies and/or citizens are affected by it. In this case, the population comprises the companies or citizens that must comply with the procedures whether voluntarily or compulsorily.

For this report, the population figure was obtained from the information on procedures submitted before the IFT for each procedure between January 1st and December 31st 2016. The cases in which there was no information for that period, the period immediately before the first one with data was used.

The **frequency** element indicates how many times a year it is necessary to carry out the procedure. In some cases, the frequency may be figured out directly from the regulation. For instance, every quarter, companies submit the procedure Delivery of report on complaints submitted to the concessionaire by its users.

The frequency changes according to the procedure under analysis. The results included procedures that required filing several times a year; once a year; once during the concession, authorisation or permit period; contingent; according to users' needs or to changes in infrastructure, the service or the organisation of a company; in fact, some of them may not need to be filed by the users, such as the procedure Notification of concentration (*Notificación de concentración*).

In the IFT, the total burden is measured according to the population of the procedure during 2016. This means that the procedures were submitted by regulated entities or telecommunications services users during the period in question. This measurement's advantage is that it defines more precisely the reality of the IFT's administrative burdens, since it takes into account the procedures that were in fact carried out and not the ones that may have needed to be submitted. The disadvantage is that it does not identify the **compliance rate**, i.e., the effectiveness or ability of the IFT to have the regulated bodies or individuals comply with the regulation.

The decision of considering the population for each procedure owes to the fact that, in several procedures, the administrative areas do not have the electronic databases that make it possible to identify the number of regulated subjects. In addition, several IFT procedures are carried out only once during the lifetime of the regulated body. These features make population a more precise measure of administrative burdens.

Step 6. Interviews with companies vs. expert assessment

According to the SCM Manual, the criteria to decide whether to interview the users of the procedures and gather the information required to measure administrative burdens, or using expert assessment or any other method, should be specified. An alternative may be using the information gathered in interviews for a number of procedures in order to measure the burdens.

The following model was selected for this report: gathering information through surveys for users or regulated telecommunications bodies regarding 34 IFT procedures. Later, and based on this information, all other procedures' administrative burdens would be measured, using a mix of quantitative and qualitative methods. This mixed methodology to measure IFT administrative burdens was selected mainly due to budgetary and efficiency reasons.

The burden measurement method for the procedures not included in direct surveys for users included the use of qualitative criteria in addition to quantitative methods. The IFT has groups of procedures that are very similar and almost identical in some cases. That is, they practically

require the same information or type of information, as well as data and requirements, sometimes with minor changes; in others, one or two requirements change, but they can be grouped. With procedures grouped by relative similarities, the aim was to find at least one that could be measured directly, and that would be the basis to measure the others.

In addition, quantitative methods were used extrapolating and classifying the procedures according to their complexity level, which would be determined by its individual burden; on this basis, burdens were assigned to procedures that were not measured directly but that could be assigned a level of complexity.

The selection of procedures for direct measurement was based on the information gathered with Questionnaire 1 for IFT officials on the features of the universe of procedures and in the analysis of the requirements each of them demands for their resolution. Questionnaire 1 is included in 0.

The criteria used to select a procedure were the following:

- Administrative unit
- Type of procedure:
 - Citizen
 - Business and Both
- Requirements according to the IFT online procedures catalogue. Compared against the requirements of the remainder of the procedures
- Sector:
 - Broadcasting
 - Telecommunications
 - Both
- Type of applicant:
 - Concessionaire
 - Permit holder and Authorised individual
 - Both
- More frequent procedure

The results obtained implementing the criteria mentioned above showed that 34 procedures would be measured directly: 17 independent procedures (with no similarity groups) and 17 procedures that could be identified in groups with very similar elements. The procedures requiring the compliance with identical or almost identical requirements are called similar procedures and those with totally different requirements are called independent procedures. Thus, the 17 similar procedures served as the basis to measure 104 similar procedures. Table 2.A.4 shows the burden measurement plan, according to the methodology type.

Annex Table 2.A.4. **Burden measurement plan according to the methodology type**

Procedures to be measured through direct surveys.	Procedures to be measured through qualitative and quantitative methods
17 representing groups	104 similar procedures
17 independent	18 independent procedures
Total: 34 procedures	Total: 122 procedures

Table 2.A.5 contains the distribution of selected procedures for direct measurement, according to the administrative unit.

Annex Table 2.A.5. **Procedures to analyse through direct user surveys**

Administrative unit	Number of procedures	Percentage of total
Concessions and Services Unit	20	18%
Compliance Unit	11	46%
Regulatory Policy Unit	2	33%
Economic Competition Unit	1	25%
Total	34	22%

Step 7. Identifying pertinent parameters to calculate costs

To calculate the administrative burden of each procedure it is necessary to know the time companies or citizens invest in complying with standard tasks, identifying other internal and external costs and acquiring materials for the exclusive purpose of completing the procedure.

The term “internal costs” refers to the average wage paid to the company staff carrying out the standard tasks included in Step 1. This means that the average wage received by those involved in the procedure during the time it takes to be carried out is integrated to the cost.

For the purposes of this report, the staff was grouped into four categories: according to the information contained in the National System of Occupation Classification (Sistema Nacional de Clasificación de Ocupaciones, SINCO)³; the general hourly wage (an average of all economic sectors); the telecommunications and broadcasting subsector wage; and the average wage by

³ The following definitions are based on SINCO's categories:

Ancillary workers in administrative activities: employees performing administrative assistance roles support tasks in office operations in general. Couriers and private drivers were included in this category, since the interviews showed that this is one of the activities carried out to comply with the procedures. Examples: secretaries and drivers.

Technical assistant: An employee responsible for gathering requirements and completing simple procedures, who has a certain degree of specialization. For example: agents.

Professional employee: An employee responsible for gathering requirements and carrying out all sorts of procedures, who has a high degree of specialisation. For example: attorneys.

Executive: Person responsible for gathering requirements and completing complex procedures that cannot be devolved to third parties. The term usually refers to company owners or executives. Example: legal representatives.

education level reported in the National Survey of Occupation and Employment (Encuesta Nacional de Ocupación y Empleo, ENOE) for the first quarter of 2016 (see Table 2.A.6).

- Ancillary workers in administrative activities
- Technical assistants
- Professional employees
- Executives

Annex Table 2.A.6. **Hourly wage and occupation profile in telecommunications and broadcasting**

MXN

	Executives	Professional employees	Technical assistants	Ancillary workers
Telecommunications	251	87	60	55
General	131	75	55	34
	Master's degree	Professional	Technical	High School
Citizen	55	30	24	21

Source: Prepared by OECD based on the ENOE, 1st quarter 2016, available on INEGI (2017), *Encuesta Nacional de Ocupación y Empleo (ENOE), población de 15 años y más de edad*, <http://www.beta.inegi.org.mx/proyectos/enchogares/regulares/enoe/> (consulted on July 20 2017); and on the SINCO 2011, available on INEGI (2017), *Sistema Nacional de Clasificación de Ocupaciones (SINCO) 2011*, <http://www3.inegi.org.mx/sistemas/clasificaciones/sinco/sinco.aspx> (consulted on July 20, 2017).

The hourly income by type of employee will be multiplied by the number of hours devoted by this employee to carry out the procedure. For instance, in case survey results suggest that for a **normally efficient business in the telecommunications and broadcasting sector** (see step 12 for the definition of a normally efficient business) the legal representative devotes two hours to a specific procedure, the attorney invests ten hours, the representative devotes eight hours and the secretary devotes nine hours, the administrative burden for the company would amount to $(MXN\ 251) \times (2) + (MXN\ 87) \times (10) + (MXN\ 60) \times (8) + (MXN\ 55) \times (9) = MXN\ 2\ 245.00$.

For external costs, the survey gathered data on the cost of counselling, representation or any other type of professional service the user may have used to carry out the procedure.

Finally, procurement refers to the purchase of materials such as software, USB appliances, standard formats with cost, the user must buy and whose use is exclusively focused on completing the procedure. No purchases of this nature were identified in the procedures analysed.

Step 8. Drafting the interview questionnaire

The purpose of an interview questionnaire is to guarantee uniformity, coherence and accuracy in data collection, and to make sure that all the information to be used for calculations has been gathered with as much precision as possible.

It is also important for the questionnaire to be structured in such a way that the interviewees can answer the questions as precisely as possible, allowing the interview to be conducted with efficiency.

This report was drafted drawing on an updated version of the questionnaire used by the OECD in similar projects in Mexico, which in turn was prepared based on the advice of British consultants (OCDE and Secretaría de Economía, 2009^[7]). The questionnaire was reviewed and fine-tuned following the advice of professional interviewers in order to improve data collection, considering adjusting it through mobile electronic devices used to gather the data.

The information requested in the survey intends to measure the time devoted by applicants to perform standard activities required to comply with the procedure, as well as their perception on the difficulty levels involved.⁴ The information requested on the questionnaire is the following:

- Number of employees involved in each of the procedure's activity.
- Employee position.
- Time invested in each activity (in hours).
- Use of external staff to carry out the procedure.
- Number of times the procedure was completed in the past year.
- Purchase of assets or other goods arising from the procedure application.
- Level of difficulty perceived by the interviewee.

According to the suggestions included in the SCM Manual, the questionnaire was pilot-tested in order to perform incremental adaptations and modifications and ensure obtaining adequate results.

The questionnaire applied to entrepreneurs and users of the procedures may be found in 0.

Step 9. Expert review of steps 1-8

At this stage, the SCM Manual suggests reviewing the steps indicated in Phase 1. The Manual assumes that Phase 1 is implemented by private consultants, and that the ministry or office responsible for measuring administrative burdens should assess the steps already executed.

For the purposes of this report, the OECD communicated and coordinated permanently with the IFT to consult and agree upon the decisions made and review actions taken.

Phase 2: Gathering and standardising data related to time and cost

Based on previous analysis, the following step implied gathering data from interviews with a selection of companies and citizens using the procedures. It should be mentioned that the Standard Cost Model methodology is a primarily qualitative technique that does not intend to measure burdens with statistical power. The technique uses the normally efficient business criterion, which intends to find a group of companies that carry out the procedures within similar time frames

⁴ The time invested to measure the administrative burdens (see steps 12 and 14), and the reported difficulty levels are used to build the complexity index (see step 14).

(see step 12). This implies that extreme values are eliminated for a group of companies surveyed. The number of companies generally used for this technique is similar to that of the focus groups.

Step 10. Selecting representative companies that will be interviewed

The basic purpose of this step is to identify the users who will be interviewed in order to complete all the procedures whose administrative burdens will be measured. To that end, the procedures were classified according to the sector they are aimed at: telecommunications, broadcasting or other sectors that need to comply with regulations overseen by the IFT.

Based on this preliminary information, two strategies were implemented on the search for companies. The first strategy involves direct searching, i.e., locating companies from relevant sectors in public phone books and/or online. For the second strategy, the IFT provided the OECD with a list of entrepreneurial associations interested in participating in the survey, informed its affiliates on the project's purposes and waited for them to express their interest in participating. Based on this information, applicants were then contacted to conduct the survey. The sectors analysed are markets that may have great concentration levels and in which there may be typical businesses either for size or advertising levels. In all cases the intention was to get these representative companies to participate.

Step 11. Interviews with companies

Professional surveyors performed personal interviews and telephone interviews, depending on users' availability. According to the SCM Manual, personal interviews are the best method to identify the procedures' administrative costs. In all 218 surveys were carried out for 34 procedures that were directly measured.

Step 12. Completing and standardising time and resource estimates for each segment by activity

This stage was used to calculate the total average time that a normally efficient business would devote to each directly measured procedure. The main inputs were the registered periods of time invested by each employee of the business that contributed to carrying out the procedure.

The calculation of standard time is an exercise based on the notion of a **normally efficient business** according to the SCM Manual; i.e., a company that DOES NOT complete the procedure very quickly, NOR a company that completes the procedure very slowly. Based on the above, the time devoted to the activities required in a procedure should relatively converge throughout the surveys. This convergence is valued using a qualitative approach, since the methodology does not pretend that such information is statistically significant.⁵

The evaluation of normally efficient businesses helps establish a common benchmark and eliminate special situations. Revisiting the case of the telephony commercialization service permit, we refer to companies that devote a similar amount of time to gather the requirements and

⁵ For an analysis of the relevance of SCM data see Box 2.2.

completing the procedure. The extreme cases of companies that take a long or a very short time are not considered in this analysis.

In several procedures it was decided not to follow the normally efficient business criterion. The first group of procedures included those in which the population is very scarce (less than ten companies per year). In these cases, the aim was to interview at least 30% of the companies or market participants.

The second group included the procedures with zero population, i.e., those that no company or citizen used during 2016. The main reasons were that the procedure was new or that the compliance period would begin after the data collection date. All procedures in this category were measured with qualitative and quantitative methods and are shown in Table 2.A.7.

Step 13. Expert review of steps 10-12

Steps 10 and 11 were pursued by professional interviewers; the OECD continuously followed up and reviewed the outcomes in meetings and through constant communication regarding progress. Step 12 was performed by the OECD together with professional interviewers.

Annex Table 2.A.7. **Procedures with zero population**

Code	Name
UCS-03-015	Application to extend an exclusive concession for commercial use of broadcasting
UCE-01-002	Notification of simplified concentration
UPR-01-003	Application for a resolution of disagreements from the visiting user wholesale service
UPR-01-004	Application for a resolution on the terms and conditions not agreed upon for the commercialisation and resale of mobile telecommunication services by Mobile Virtual Operators
UCS-03-016	Application for total or partial interruption of transmissions of broadcasting services by fortuitous event or cause of force majeure
UCS-04-016	Application to extend the Authorisation validity to install, operate or exploit earth stations to transmit satellite signals
UCS-04-020	Application to transfer the rights and obligations established in the Authorisation titles to install, operate or exploit earth stations to transmit satellite signals
UCS-04-022	Application to extend the initiation of operations established on the title of authorisation to install, operate or exploit earth stations to transmit satellite signals
UCS-04-027	Application to extend the validity of an Authorisation to establish and operate or exploit a telecommunications services provider
UCS-04-035	Application to approve technical modifications in the Authorisations to establish and operate or exploit a telecommunications services trading firm
UMCA-01-001	Notice of application to block programming content
UCS-02-003	Application for the concession of radio-electric spectrum frequency bands and, if applicable, a single telecommunications concession
UCS-04-050	Application to assign International Signalling Point Codes (ISPC)

Code	Name
UCS-04-051	Application to assign National Signalling Point Codes (NSPC)
UCS-04-015	Notification to remove, replace or, if applicable, relocate authorised satellites that does not imply modifying the approved technical features
UCS-02-015	Notification to modify the rent or price established in the lease or sublease contract of radio-electric spectrum frequency bands
UCS-02-014	Notification to terminate the lease or sublease contract of radio-electric spectrum frequency bands
UCS-02-013	Notification to rescind the lease or sublease contract of radio-electric spectrum frequency bands
UCS-01-003	Notice of termination or rescission of international interconnection agreements
AI-01-001	Complaint filed for the probable commission of an absolute monopolistic practice in the telecommunications and broadcasting sectors
UC-01-021	Annual presentation of information regarding the source and destination of the income of the concessionaires of social use that provide the broadcasting service
UCS-02-002	Application for a single concession for community social and indigenous social use of telecommunications
UCS-02-004	Application to extend the concession of radio-electric frequency spectrum bands; of orbital resources or of a single concession for public or social telecommunications use
UCS-02-005	Application for the concession of orbital resources by stakeholders and, if applicable, a single concession, for public or social telecommunications use
UCS-03-013	Application to extend an exclusive concession for broadcasting service for public or social use
UCS-03-017	Application to perform technical modifications of FM radio stations: Change of height of structural support
UCS-03-024	Application to perform technical modifications of FM radio stations: Power change
UCS-03-025	Application to perform technical modifications of FM radio stations: Change of antenna directionality of FM stations
UCS-03-028	Application to perform technical modifications of AM radio stations: Change of height of antenna and/or radials
UCS-03-030	Application to perform technical modifications of AM radio stations: Change of antenna directionality
AI-01-003	Complaint filed for unlawful concentration in the telecommunications and broadcasting sectors
UCS-02-011	Application to authorise the sublease of radio-electric spectrum frequency bands
UCS-02-012	Application to authorise the modification of the lease or sublease contract of radio-electric spectrum frequency bands
UCE-02-002	Request for formal opinion on matters of free competition and economic competition
UCS-02-010	Application to authorise the lease of radio-electric spectrum frequency bands
UCS-04-025	Application to approve the installation of cross-border links for International Public Traffic involving the use of the radio-electric spectrum
UCS-03-004	Application to exempt from transmitting at least one programming channel in high definition (HDTV)
UCS-04-053	Application for assignation of International Mobile Subscriber Identity (IMSI)

Phase 3: Estimation, distribution and reports

Step 14. Extrapolating validated data

The calculation of administrative burdens for procedures involving direct interviews was done according to the following formula that allows obtaining:

$$CAT = \sum_i \left\{ \left(\frac{\sum_1^n (\sum_1^k S_j T_{j,k,i})}{n} \right) (P_i) \right\}$$

Where:

- CAT is the total administrative burden, which refers to the sum of the cost of each of the IFT procedures, multiplied by their frequency
- S_j is the hourly wage of the individual j involved in the procedure.
- $T_{j,k,i}$ is the total time, measured in hours, devoted by the individual involved j to carry out activity k , of procedure i .
- n is the number of observations used to find the normally efficient business. That is, the number of surveys per procedure.
- P_i is the population of procedure i .
- i refers to the analysed procedures.

The following step involved extrapolating the information obtained in these procedures to measure the burden in those that were not directly measured. As previously mentioned, the selection of the 34 procedures measured directly using surveys was intended to identify representative procedures that might be used to measure other procedures. On the one hand, the goal was to find procedures that were typical of another set, since they were highly similar; on the other hand, the goal was to choose procedures from different categories, for example, from all administrative units, of different types (notifications, permits, authorisations, information submissions, concessions, etc.), with different levels of sophistication (concessions vs. information submissions), among others.

The extrapolation included an analysis to determine which would be the most appropriate method for assigning administrative burdens to those procedures not measured in interviews. On the one hand, there was the direct allocation of total time spent in similar procedures; on the other hand, the allocation by identifying the level of complexity of the analysed procedure: the first option implied a mainly qualitative method and the second, a quantitative one.

It should be mentioned that, *a priori*, some procedures may seem too complex, but companies classified them as having an average cost, i.e., a cost nearly median. On the other hand, some procedures may have seemed simpler than others at first sight, but companies considered them the opposite. Given this contradiction in the perception about procedures and in order to minimize extrapolation errors, it was decided that a similarity method would be used for as many cases as possible and the complexity method for the others.

Cost allocation by similarity

Extrapolation by similarity involves identifying a procedure that is highly similar to another estimated in interviews, either because the information submitted was identical or highly similar, or because the type of information belongs to the same category (statistical information, new information, pre-existing information, independently of its origin, etc.). It should be mentioned that the procedures whose cost will be calculated by means of interviews were selected so that they could represent all procedures; therefore, it is possible to find similar procedures.

It is worth mentioning that the IFT has very few identical procedures, although several have very similar requirements or not too many differences regarding the amount or type of information requested. As shown in the example in Table 2.A.8, the procedure that was measured directly (UC-01-019) corresponds in several information requirements with others, which were classified as similar in terms of total time allocation.

Annex Table 2.A.8. **Example of procedure extrapolation by similarity of requirements and information**

Submission of information relative to local service lines (UC-01-019)	Notification of distribution of TV signals reserved for the State (Transmission of the Congress Channel) (UC-01-002)	Information on modification in programming or distribution in the network of broadcast channels (UC-01-005)
Name, company denomination or legal name of promoter(s) or, if applicable, of the legal counsel.	Name, company denomination or legal name of promoter(s) or, if applicable, of the legal counsel.	Name, company denomination or legal name of promoter(s) or, if applicable, of the legal counsel.
Address to hear and receive all notifications.	Notification address.	Notification address.
Names of authorised parties.	Name of the parties authorised to receive them.	Name of the parties authorised to receive them.
Petition submitted.	Petition.	Petition.
Facts or reasons for the petition.	Facts for the petition.	Facts for the petition.
Administrative agency they are addressed to.	Receiving administrative agency.	Receiving administrative agency.
Issuing site.	Issuing site.	Issuing site.
Issuing date.	Issuing date.	Issuing date.
Signed by the stakeholder or the legal representative unless the former does not know to sign or cannot sign, in which case the fingerprint will be used.	Original signature.	Original signature.
-	Simple copy of the documents with which the stakeholder certifies his/her identity.	Simple copy of the documents with which the stakeholder certifies his/her identity.

This estimate included the total time of each profile (or, alternatively, the time each person invests) involved in the selected procedure for direct measurement of the similar procedures

group. The difference in cost stemmed from the subsector's wages as identified in the ENOE, which were used to determine the cost.

Allocation of cost according to complexity

This process is based on the premise that the cost of the procedure is related to a certain level of complexity that, in practical terms, implies time variables, user profiles and their associated wages, type of information required (technical, administrative, statistical, etc.) with the administrative burden. In order to identify this possible complexity relationship with the variables reported by the users interviewed in the 34 procedures, a *ranking* was created to determine the possible complexity levels. The ranking of the procedures according to their complexity was based in only one dimension that brings together all above mentioned variables: the total unit cost of the procedure. This means that the costliest procedure was located in position 34 (representing the most difficult procedure, whether because it takes the longest time or because it requires specialised profiles or technical information) and the cheapest in position 1. The 34 procedures were then segmented into ten groups, such that each group represented a complexity level. The outcomes of the procedures according to their cost and their complexity level were ordered as shown on Table 2.A.9.⁶

As mentioned before, this method assumes that the level of complexity explains the average time each profile of individuals involved could take to carry out the procedure for each standard activity. With this in mind, different specifications were taken into account to estimate a regression that would link the level of complexity (and possibly other variables) of each procedure with the time reported in the surveys and for each standard activity. This would allow finding a parameter that would explain this relationship and that could be used in assigning the cost of the procedures that were not measured directly and do not have a similar procedure.

The most relevant specification (out of several analysed) was a regression associating the average time invested in each standard activity (dependent variable) with the level of complexity (independent variable) of the procedure.

$$\bar{t}_{n_j}^{a_i} = \alpha + \beta C_{n_j} + u_{n_j}$$

Where:

- \bar{t} is the average time.
- a_i is the standard activity i .
- n_j is the procedure j .
- C_{n_j} is the level of complexity of the procedure j .
- u_{n_j} is the error.

⁶ The grouping of the procedures was based in a cost progression of 10%, i.e., grouping from the lowest to the highest cost in equal segments.

Annex Table 2.A.9. **Procedure ranking according to their average cost**

Code	Average cost in MXN (CP)	Ranking CP	Complexity
UCS-02-017	128	1	1
UCS-04-046	290	2	1
UCS-01-005	300	3	1
UC-01-007	451	4	1
UC-01-019	506	5	2
UC-01-008	525	6	2
UCS-03-010	628	7	2
UCS-04-024	761	8	3
UCS-04-004	839	9	3
UCS-04-052	1,248	10	3
UC-01-014	1,387	11	4
UCE-01-001	1,519	12	4
UC-01-001	1,528	13	4
UC-01-010	1,707	14	4
UCS-04-009	1,883	15	5
UPR-01-002	2,165	16	5
UCS-04-048	2 248	17	5
UC-01-023	2,308	18	6
UPR-01-001	2,316	19	6
UCS-04-001	2,366	20	6
UCS-04-016	2,863	21	7
UCS-04-013	3,166	22	7
UCS-04-044	3,350	23	7
UC-01-013	3,709	24	7
UC-01-009	3,729	25	8
UC-01-012	4,089	26	8
UCS-04-016	4,326	27	8
UCS-01-001	4,393	28	9
UC-01-006	4,427	29	9
UCS-01-002	5,192	30	9
UCS-03-027	14,928	31	10
UCS-03-020	18,509	32	10
UCS-02-007	19,574	33	10
UCS-04-038	26,313	34	10

With this proposal, the only activity left was assigning a complexity level for each of the IFT procedures. This was done by means of a qualitative analysis, which involved studying procedure against the 34 measured directly, in terms of information requirements and the data requested. The comparative analysis aimed to identify which procedure or group of procedures (out of the 34 whose cost was estimated through the surveys) were more similar to the procedures that would be estimated by extrapolation. Initially, these procedures lack a similar one, hence the use of the complexity method; nonetheless, it was possible to analyse the information categories in order to define which level of complexity would fit best.

Once procedures were assigned a complexity level and the average time invested in each of the standard activities was estimated (using the regression mentioned above), the times were standardized. Standard times are the result of multiplying the time determined for the regression by the number of new and existing information fields requested in each procedure. Existing information refers to the requirements the user already has at hand for any reason, e.g., their official ID, which is required for different activities. On the other hand, new information is the one requested only for this procedure and that the user does not have in advance, e.g., a telecommunications technical analysis. Once this data is available, the cost of the procedure is calculated by multiplying the estimated time by the wage of the person carrying out the procedure.

The regression results, after assigning complexity levels and associating them to each profile's time, were statistically significant, even though the parameters and adjustment levels showed relatively low values; this meant that there were other variables not included in the regression.

Tables 2.A.10 and 2.A.11 include the outcomes of the regressions performed to estimate administrative burdens by complexity, as well as the results of the White test to identify heteroscedasticity in the variables. The results suggested that there was no evidence of heteroscedasticity. It should be mentioned that no multicollinearity tests were conducted, since the regression used only one explaining variable.

Annex Table 2.A.10. **Results of the parameters obtained with the statistical estimates**
Regressions of the complexity analysis by standard activity

	Standard Activity										
	AE1	AE2	AE3	AE4	AE5	AE6	AE7	AE8	AE9	AE10	AE11
Complexity Parameter	0.0412	0.036	0.066	0.0879	0.06115	0.1124	0.0279	0.1814	0.1153	0.2067	0.0467
p statistic	<1%	<5%	<5%	<1%	<1%	<12%	<5%	<1%	<5%	<10%	<5%
Constant	0.0148	0.0355	-0.1625	-0.2301	0.0384	0.1808	0.0558	-0.2229	-0.1013	0.747	0.207
R²	0.2217	0.132	0.161	0.201	0.221	0.086	0.13	0.317	0.1863	0.1112	0.118
F statistic	0.005	0.034	0.0185	0.0078	0.005	0.1221	0.0362	0.0005	0.0108	0.054	0.0467
Number of observations	34	34	34	34	34	34	34	34	34	34	34

Annex Table 2.A.11. **White test**
Identification of heteroscedasticity by standard activity

2 GL	Standard Activity										
	AE1	AE2	AE3	AE4	AE5	AE6	AE7	AE8	AE9	AE10	AE11
chi2 distribution	4.1	3.3	6.74	9.02	5.15	1.95	2.22	8.6	1.18	0.73	3.74
p statistic	0.1287	0.1922	0.0345	0.011	0.0761	0.3771	0.3288	0.0135	0.5556	0.6959	0.1538

In addition, statistical tests were carried out to identify possible weaknesses in the regressions. Table 2.A.12 shows the values of the p statistic in the Ramsey and Link test. These tests help identify the problems related to the variables omitted in the regression or their specification. No evidence of specification problems was found.

Annex Table 2.A.12. **Ramsey test and Link test**
Identifying endogeneity by standard activity

	Standard Activity										
	AE1	AE2	AE3	AE4	AE5	AE6	AE7	AE8	AE9	AE10	AE11
Ramsey	0.3954	0.4446	0.0661	0.0324	0.1470	0.0746	0.0412	0.0185	0.0123	0.4426	0.5634
Link test	0.275	0.169	0.56	0.160	0.205	0.056	0.0412	0.591	0.142	0.873	0.968

Step 15. Reporting and transferring outcomes to the database

According to the SCM Manual, this is the stage when the report showing the main measurement outcomes, as well as the methodology details, should be drafted.

Finally, based on the estimated savings data a series of recommendations will be issued on the need to simplify procedures, including eliminating procedures, information requirements or information obligations; digitising procedures; using single files, as well as unifying and sharing information, among other tasks.

The implementation plan includes prioritizing the simplification strategy. This means the procedures or actions the IFT will need to address in the short term, as well as those that will need to be simplified in the medium or long terms.

Annex 2.B. Questionnaire 1. OECD Survey for officials on Federal Institute of Telecommunications procedures

Purpose: Selecting 30% of the total procedures whose cost will be estimated.

1. Select the administrative unit you belong to:

- Concessions and Services Unit (*Unidad de Concesiones y Servicios*)
- Compliance Unit (*Unidad de Cumplimiento*)
- Regulatory Policy Unit (*Unidad de Política Regulatoria*)
- Economic Competition Unit (*Unidad de Competencia Económica*)
- Investigating authority (*Autoridad Investigadora*)
- Media and Audio-visual Content Unit (*Unidad de Medios y Contenidos Audiovisuales*)
- General Coordination of User Policy (*Coordinación General de Política del Usuario*)

2. Select the procedure you are responsible for. [Drop-down menu, one single answer, this question will be filtered depending on the administrative unit selected in question 1.]

- Notice of application to block programming content
- Delivery of accounting information reports by service, region, function and network components
- Delivery of guaranteed coverage maps
- Delivery of the implementation program for the accounting separation methodology for public telecommunication network concessionaires
- Delivery of a report with information on local exchanges
- Delivery of a report on complaints submitted to the concessionaire by its users
- Complaint filed for unlawful concentration in the telecommunications and broadcasting sectors
- Complaint filed for the probable commission of an absolute monopolistic practice in the telecommunications and broadcasting sectors
- Complaint filed for the probable commission of a relative monopolistic practice in the telecommunications and broadcasting sectors
- Notification of concentration
- Notification of simplified concentration
- Annual payment for the use of radio-electric spectrum frequencies
- Notification of distribution of TV signals reserved for the State (Transmission of the Congress Channel)
- Notification to restricted television and audio concessionaires of the conclusion of their network installation before starting operations

- Notification of modification to integrate new earth stations into the network to transmit satellite signals whose technical features do not vary from those originally authorised
- Notification of temporary suspension of transmissions of the broadcasting service by fortuitous event or cause of force majeure and normalisation of the service
- Notification of temporary suspension of broadcasting service transmission due to maintenance work or replacement of facilities and equipment for the broadcasting station
- Notification of the commercialisation of public telecommunications services other than those originally authorised, or services associated with its Authorisation to commercialise telecommunications services
- Notification to remove, replace or, if applicable, relocate authorised satellites that does not imply modifying the approved technical features
- Filing of nonconformities related to the provision of telecommunications services
- Submission of information on registration and cancellation of subscribers
- Submission of information on growth and coverage of local mobile service networks
- Submission of information on international long distance operators
- Submission of information related to local service centres
- Submission of information related to local service lines
- Submission of information on the modification of the programming or network distribution of the transmitted channels
- Submission of technical, legal, programmatic and economic information by concessionaires (commercial, public and social use, including communitarian and indigenous) of broadcasting stations
- Submission of local service reports
- Submission of the stock ownership or partnership structure of concessionaires in the telecommunications and broadcasting sectors
- Submission of waiver of permit or concession
- Submission of a report on actions undertaken to comply with the Investment Program by concessionaires of social use broadcasting stations
- Submission of a notice of allocation of service centres to groups of local service centres
- Notice of termination or rescission of international interconnection agreements
- Submission of notification of modification of the social bylaws in relation to Article 112 of the Federal Law of Telecommunications and Broadcasting (Ley Federal de Telecomunicaciones y Radiodifusión)
- Notification to modify the rent or price included in the lease or sublease contract of radio-electric spectrum frequency bands

- Notification to rescind the lease or sublease contract of radio-electric spectrum frequency bands
- Submission of notification of subscription or sale of concessionaires' stock or capital partnership in case of corporate fusion, splitting or re-engineering
- Notification to terminate the lease or sublease contract of radio-electric spectrum frequency bands
- Submission of notification of transmission of the Judiciary Channel of the National Supreme Court of Justice
- Submission of the report on the installation of one or more long distance exchanges
- Application for authorisation to access concessionaires' multiprogramming on the subject of broadcasting
- Application for access to the Electronic Registration System of Tariffs of the Public Registry of Concessions
- Application for access to the Electronic System for Interconnection Applications
- Application to certify a legal representative after those previously designated in the Authorisation to establish and operate or exploit a telecommunications services provider
- Application to certify a legal representative after those previously designated in the Authorisations to establish, operate or exploit a telecommunication service trading firm
- Application for an Extension of a Certificate of Homologation
- Application to approve the extension of deadlines for compliance with obligations included in the authorisation to establish and operate or exploit a telecommunications services trading firm
- Application for approval of authorised parties contracts to establish and operate or exploit a telecommunication service trading firm intended to be signed with users
- Application to approve the modification of social bylaws in the Authorisations to establish and operate or exploit the commercialisation of telecommunications services
- Application to approve technical changes in the Authorisations to establish and operate or exploit a telecommunication services trading firm
- Application for centralised allocation of non-geographic numbering
- Application to assign the Mobile Network Code for Virtual Mobile Operators
- Application for Assignment of Administrative Identification Codes
- Application to assign home and destination Long Distance Operator Identification codes (ABC/BCD)
- Application to assign Home and Destination Local Network Identification Codes (IDO/IDD)
- Application to assign International Signalling Point Codes (ISPC)
- Application to assign National Signalling Point Codes (NSPC)

- Application to assign International Mobile Subscriber Identity (IMSI)
- Application for allocation of geographic numbering
- Application for allocation of specific non-geographic numbering
- Application for attention to complaints of harmful interference
- Application for approval of an additional channel to perform simultaneous digital transmissions to the analogous channel
- Application to approve the assignment of geographic and non-geographic numbering rights
- Application to authorise the Special Service Code (CSE)
- Application to authorise the use of supplementary shade zone equipment to provide the digital terrestrial television service co-channel and/or transmission channel other than that used for digital transmissions
- Application to authorise model contracts for long distance operators to be executed with their users
- Application to authorise the modification of the lease or sublease contract of radio-electric spectrum frequency bands
- Authorisation to integrate new transmitting earth stations into the network whose technical features vary from those originally authorised
- Application to approve modifications for relocation, additions or replacement of satellites operating with technical features different from those authorised
- Application to authorise redistribution
- Application for authorisation to approve legal representatives for concessionaries and/or permit-holders on the matter of telecommunications and broadcasting
- Application to authorise the sublease of radio-electric spectrum frequency bands
- Application to authorise subscription or sale of stock or capital partnership participation of the concessionaires
- Application to authorise the submission of information on accounting separation in the “Simplified Format”
- Application to authorise establishing and operating or exploiting a telecommunications services provider
- Application to exploit the rights of emission and reception of signals and frequency bands associated with foreign satellite systems that cover and can provide services in the national territory
- Application to approve the formalisation of international interconnection agreements
- Application to authorise the installation of cross-border links for International Private Traffic that involve the use of the radio-electric spectrum

- Application to approve the installation of cross-border links for International Private Traffic that do not involve the use of the radio-electric spectrum
- Application to approve the installation of cross-border links for International Public Traffic involving the use of the radio-electric spectrum
- Application to authorise the installation of cross-border links for International Public Traffic that do not involve the use of the radio-electric spectrum
- Application for authorisation of the installation, operation or exploitation of earth stations to transmit satellite signals
- Application to approve partial or total assignment of the rights and obligations established in the concessions
- Application to approve the operation of a plant as an International Port
- Application to change the main, emergent and auxiliary transmission equipment for radio and/or television stations
- Application for change of ownership by transfer of rights of the Authorisation to establish and operate or exploit a telecommunications services trading firm
- Application to change the location/installation of the main studios and/or auxiliary studios of AM/FM radio stations
- Application to change the location/installation of the main studios and/or auxiliary studios of radio and television stations
- Application to change the location/installation of the main studios and/or auxiliary studios of television stations
- Application for a Definitive Certificate of Homologation with Background
- Application for a Definitive Certificate of Homologation of a team previously certified by a Certification Agency (PEC)
- Application for a Provisional Homologation Certificate
- Application for the concession of radio-electric spectrum frequency bands and, if applicable, a single telecommunications concession
- Application for a concession of radio-electric spectrum for private use with the purpose of experimentation, technical and economic feasibility verification of developing technologies or temporary equipment tests
- Application for a concession of radio-electric spectrum for private use for amateur broadcasting purposes
- Application for the concession of orbital resources by stakeholders and, if applicable, a single concession, for public or social telecommunications use Application for the concession of orbital resources and, if applicable, a single telecommunications concession
- Application to extend a single concession for commercial use
- Application for a single concession for community social and indigenous social use of telecommunications

- Request for a declaration on conditions of effective competition or substantial power in the telecommunications and broadcasting sectors
- Application to exempt from transmitting at least one programming channel in high definition (HDTV)
- Application for issuing a certificate of competence to install and operate civil radio-electric stations
- Application to register an assignment of concession, permits and authorisation rights before the Public Registry of Concessions
- Application to Register an Agreement in the Public Concessions Registry
- Application for registration of taxes levied on concessions in the Public Registry of Concessions
- Application for registration of advertising services and spaces fees for broadcasting concessionaires in the Public Registry of Concessions
- Application for registration of public telecommunications services and / or additional coverage when the concession titles, permits or authorizations foresee the submission of the start of service provision in the Public Registry of Concessions
- Application to register public telecommunication services fees in the Public Registry of Concessions through the Electronic System for Registration of Tariffs
- Application for biannual registration to the Public Registry of Concessions of information related to the facilities that serve as Interconnection Points by the concessionaries of public telecommunications networks
- Application for total or partial interruption of transmissions of broadcasting services by fortuitous event or cause of force majeure
- Application for an Aircraft Station Permit
- Application for a Ship Station Permit
- Application to modify the social bylaws of concessionaire companies on the matter of telecommunications and broadcasting
- Application for modification of the technical features and operation of earth stations to transmit satellite signals originally authorised
- Application to perform technical modifications of AM radio stations: Change of height of antenna and/or radials
- Application to perform technical modifications of AM radio stations: Change of antenna directionality
- Application to perform technical modifications of AM radio stations: Power change
- Application to perform technical modifications of AM radio stations: Change of antenna and transmission facility location
- Application to perform technical modifications of FM radio stations: Change of height of structural support

- Application to perform technical modifications of FM radio stations: Change of electrical centre height
- Application to perform technical modifications of FM radio stations: Change of antenna directionality of FM stations
- Application to perform technical modifications of FM radio stations: Power change
- Application to perform technical modifications of FM radio stations: Change of antenna and transmission facility location
- Request for formal opinion on matters of free competition and economic competition
- Request for general guidance on free competition and economic competition
- Application to extend the concession of radio-electric frequency spectrum bands; of orbital resources or of a single concession for public or social telecommunications use
- Application to extend the concession of radio-electric spectrum frequency bands or orbital resources for commercial use
- Application to extend a single concession for commercial use
- Application for a single concession for commercial use
- Application to extend an exclusive concession for broadcasting service for public or social use
- Application to extend the concession to use and benefit from radio-electric spectrum frequency bands to provide broadcasting services for public or social use
- Application to extend the concession to use, benefit and exploit radio-electric spectrum frequency bands to provide broadcasting services for commercial use
- Application to extend the initiation of operations of the Authorisation to exploit the rights of emission and reception of signals from frequency bands associated with foreign satellite systems that cover and can provide services in the national territory
- Application to extend the initiation of operations established on the title of authorisation to install, operate or exploit earth stations to transmit satellite signals
- Application to extend the validity period of the Authorisation to exploit the rights of emission and reception of signals of frequency bands associated with foreign satellite systems that cover and can provide services in the national territory
- Application to extend the Authorisation validity to install, operate or exploit earth stations to transmit satellite signals
- Application to extend the validity of an Authorisation to establish and operate or exploit a telecommunications services provider
- Application for the registration of legal representatives in addition to those previously registered in the Authorisation to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems

- Application for the registration of legal representatives in addition to those previously submitted in the Authorisation to install, operate or exploit earth stations to transmit satellite signals
- Application for the renewal of a temporary homologation certificate
- Application for a resolution of interconnection disagreements
- Application for a resolution of infrastructure sharing disagreements
- Application for a resolution of disagreements from the visiting user wholesale service
- Application for the resolution of procedures arising from disagreements on the subject of content retransmission
- Application for a resolution on the terms and conditions not agreed upon for the commercialisation and resale of mobile telecommunication services by Mobile Virtual Operators
- Application for a resolution on the terms and conditions not agreed upon regarding the wholesale dedicated link lease service
- Application for revalidation of the certificate of competence to install and operate civil radio-electric stations
- Application to transfer the rights and obligations established in the Authorisation titles to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems
- Application to transfer the rights and obligations established in the Authorisation titles to install, operate or exploit earth stations to transmit satellite signals
- Application for transition or consolidation of an exclusive commercial use concession
- Application for a concession of radio-electric spectrum frequency bands as well as, if applicable, of an exclusive concession, both to provide public broadcasting services
- Application on the availability of broadcast signals made by Federal Public Institutions

3. Who requests this procedure? [Multiple choice, single answer]

- Citizens (the procedure is carried out related to a **non**-profit activity). Examples: telephony users, broadcasting stations for public service, yacht antennas. →skip to question 8
- Entrepreneurs (the procedure is carried out related to a **for** profit activity). Example: an individual with business activity, a company, entrepreneurial chambers. →skip to question 4
- Both →skip to question 4

4. In which phase of the company's life cycle is the user carrying out the procedure? [Multiple choice, single answer]

- Pre-operational →skip to question 9
- Operational →skip to question 10

- Closing → *skip to question 11*
 - Not applicable. Citizen-related procedure → *skip to question 12*
 - Other (specify) → *skip to question 12*
5. If you answered that the procedure is carried out in the “pre-operative” phase in the previous question, please select an option: [Multiple choice, single answer].
- Obtain bidding/permit/authorisation/concession → *skip to question 11*
 - Other (specify) → *skip to question 11*
6. If you answered that the procedure is carried out in the “operational” phase in the previous question, please select an option: [Multiple choice, single answer].
- Technical modifications → *skip to question 11*
 - Compliance with obligations → *skip to question 11*
 - Competition → *skip to question 11*
 - Company merger/split → *skip to question 11*
 - Other (specify) → *skip to question 11*
7. If you answered that the procedure is carried out in the “closing” phase in the previous question, please select an option: [Multiple choice, single answer].
- Cancellation concession return
 - Other (specify)
8. Is the applicant required to carry out another procedure before the IFT prior to this one? [Multiple choice, single answer]
- Yes, in some cases → *skip to question 5*
 - Yes, in all cases → *skip to question 5*
 - No, the procedure has no link to any other → *skip to question 6*
9. If the applicant answered that **it is compulsory to complete a previous procedure before the IFT**, please select the procedure(s): [Multiple choice, multiple answers].
- [Complete list of procedures from question 2]
10. When the applicant submits the procedure, it is common that he/she submits it along with other procedures? [Multiple choice, single answer]
- Yes, it is compulsory to submit this procedure simultaneously with others → *skip to question 7*
 - Yes, it is common to submit this procedure simultaneously with others (at least in 30% of cases) → *skip to question 7*
 - No, the procedure is submitted individually → *skip to question 8*
11. If the applicant answered that the **procedure is submitted simultaneously with others**, please select the procedure(s): [Multiple choice, multiple answers].

[Complete list of procedures from question 2]

12. How many times does the applicant need to carry out the procedure? [Multiple choice, single answer]

- Once during the validity of the concession/authorisation/permit (examples: in the beginning, the end, the middle, etc.)
- Periodically (quarterly, monthly, bi-annually, annually, every two years, etc.)
- At the discretion of the regulated subject
- At the discretion of the applicant
- Indeterminate/by event (in case of accident, contingency, technical failure, etc.)
- Other (specify)

13. In order to conclude the survey, please provide your contact information: [Text box].

- Name:
- E-mail address:

Annex 2.C. Questionnaire for IFT regulated subjects and users for measuring administrative burdens

SECTION (PROCEDURES)

- A. If you are an entrepreneur: according to this procedure list (A), which procedure(s) has your company carried out during the past year? **(SHOW CARD A OF COMPANY PROCEDURES)**

In addition to the procedures on list A, have you carried out any other procedure from list B before the IFT? Which one?

- B. If you are a citizen: according to this procedure list (C), which procedure(s) have you carried out during the past year? **(SHOW CARD C)**

Note. If the interviewee is an entrepreneur, questions D and E apply. If the interviewee is a citizen, question E applies.

PROGRAMMER: PROGRAM LIST OF PROCEDURES ACCORDING TO THE LISTS

THE ANSWER CAN BE MULTIPLE. PLEASE ADMINISTER THE SURVEY FOR EACH PROCEDURE SELECTED AND MARK QUOTA CONTROL.

Procedure 1		Procedure 5		Procedure 9	
Procedure 2		Procedure 6		Procedure 10	

PROGRAMMER: SHOW FIRST SELECTED PROCEDURE. ONCE THE SURVEY IS COMPLETE, APPLY LOOP TO CONTINUE WITH “N” NUMBER OF SELECTED PROCEDURES.

- C. How many times did you carry out **(INSERT PROCEDURE)** between January and December 2016? A: _____ **(Number)**
- D. When was the last time you carried out this procedure? A: _____ **(YEAR)**
- E. In order to carry out **(INSERT PROCEDURE)**, please tell me, did you hire external professional services to comply with the requirements of this procedure? For example: consultancies, attorneys, accountants, managers, etc., except for customs agents.

Yes	1	CONTINUE (SECTION I, TYPE OF SUBJECT CODE 1 AND 2)
No	2	(CONTINUE TO SECTION II.A CODE 2; CONTINUE TO SECTION II.B FOR CODE 1, ON TYPE OF SUBJECT)

PROGRAMMER: IF ANSWER IS CODE 1, ASK FROM Q1 TO Q3.

SECTION 1 (EXTERNAL SERVICES) ONLY FOR PROCEDURES MARKED WITH CODE 1 ON QUESTION H

1. You tell me that in order to carry out **(INSERT PROCEDURE)** you hired external professional services; can you please tell me how many professional agencies/consultants did you hire for this purpose? A: _____ **(Number)**
2. What is/are the specialty/specialties of the professional or agency you hired to carry out this procedure?
3. And, what was the approximate **PROPORTIONAL** amount of money you paid **EXTERNALLY ONLY** to carry out this procedure? That is the remuneration you paid the external agent net from the duties/cost of the procedure itself? And, in case you hired several services, how much did you pay only for this procedure?

SPECIALTY	TOTAL AMOUNT PAID

SKIP TO SECTION II.A IF THE ANSWER ON TYPE OF SUBJECT WAS 2.

SKIP TO SECTION II.B IF THE ANSWER ON TYPE OF SUBJECT WAS 1.

SECTION II.A (INTERNAL SERVICES) ONLY FOR PROCEDURES MARKED WITH CODE 2 ON QUESTION ABOUT TYPE OF SUBJECT (ENTREPRENEURS)

4. Please tell me the total number of partners and/or employees that participated in carrying out and handling **(INSERT PROCEDURE)**.
A: _____ **(Number)**
5. Now, please tell me the position or job of each of the employees involved in completing this procedure.

THE NUMBER OF PERSONS MENTIONED IN THE PREVIOUS QUESTION MUST BE EQUAL TO THE NUMBER OF JOBS GIVEN.

6. Out of the following categories **(Show category list)**, on which one would you locate the job/position of the employees involved in completing the procedure?

THE NUMBER OF POSITIONS MENTIONED IN THE PREVIOUS QUESTION MUST BE EQUAL TO THE NUMBER OF CATEGORIES GIVEN.

CATEGORY	DESCRIPTION
SECRETARIAL	Individual responsible of the documents in an office, administrative clerk or assistant in a company that supports executive functions.
TECHNICAL	Individual who has formal technical or high school education, aware of different tools applied to perform a task specific to the position.
PROFESSIONAL	A person who has a bachelor's or engineering degree.
EXECUTIVE	A person in a manager or director position; the owner, partner or legal representative of the company.

7. Out of the following ratings, please tell me the approximate gross *MONTHLY* remuneration for each of the employees that were involved in carrying out this procedure. How much do they earn?

Please keep in mind that the information you provide is completely confidential and the goal is to have the ability to calculate the total cost a company invests in conducting a government procedure, which is why, ultimately, only averages will be used.

RANGES	
Less than 2,000	
From 2,001	to 4,000
From 4,001	to 6,000
From 6,001	to 8,000
From 8,001	to 12,000
From 12,001	to 18,000
From 18,001	to 25,000
From 25,001	to 35,000
From 35,001	to 55,000
From 55,001	to 80,000
80,000+	

POSITION/JOB	CATEGORY	RANGE

8. In general, which activities in this card (**SHOW CARD I: STANDARD ACTIVITIES**) did you need to perform in order to complete the (**INSERT PROCEDURE**)?
9. How much time did the (INSERT POSITION OF THE PERSON WHO INTERVENED IN THE PROCEDURE) that participated in (MENTION ACTIVITY AND REINFORCE EACH OF THE THREE ACTIVITIES) invest?

SURVEY ADMINISTRATOR: IF THE CONTACT MENTIONS THAT IT TOOK ONE DAY, PLEASE ASK HOW MANY HOURS OF THAT DAY WERE INVESTED IN THE PROCEDURE.

These tasks should have information on at least a profile:

- Activity 1.
- Activity 3 is mandatory if the person replied 1 on question H.
- Activity 4 is mandatory if the person replied 1 on question H.
- Activities 5, 7, 10, 11.

These activities may not have an answer from any profile:

- Activities 2, 3, 4, 8, 9, 12.

ACTIVITY	HOURS
1. Identifying and understanding procedure requirements.	
2. Meetings with internal staff members to prepare the information.	
3. Activities associated to hiring and paying for external services to complete the procedure.	
4. Meetings with consultants or external service providers to complete the procedure.	
5. Collecting existing information.	
6. Preparation and generation of new information.	
7. Filling formats and/or drafting applications and reports.	
8. Creating and managing backup files (for example, logs, regular reports, electronic registries, etc.).	
9. Activities associated with payment of the procedure such as: direct payment to the agency, payment at the bank, payment in other offices, online payment.	
10. Transportation to public offices to carry out the procedure (for instance, collecting information, submitting an application).	
11. Waiting time at public offices to carry out the procedure.	
12. Other (specify).	

10. Please tell me, what is your highest educational level?

RANGES
Did not go to school
Incomplete elementary school
Complete elementary school
Incomplete secondary school
Complete secondary school
Commercial/technical degree
Incomplete high school
Complete high school
Incomplete bachelor's degree
Complete bachelor's degree
Master's degree/Doctorate
Doesn't know / Did not answer (DO NOT READ)

11. Now please tell me i) if you are an employee, if you are self-employed or if you are not working, and ii) your position (not applicable if out of the labour force), and iii) your occupation.

a. Which sector do you work in? (not applicable if out of the labour force)

12. Out of the following categories (**Show category list**), in which one would you locate your position/occupation?

CATEGORY	DESCRIPTION
SECRETARIAL	Individual responsible of the documents in an office, administrative clerk or assistant in a company that supports executive functions.
TECHNICAL	Individual who has formal technical or high school education, aware of different tools applied to perform a task specific to the position.
PROFESSIONAL	A person who has a bachelor's or engineering degree.
SENIOR MANAGEMENT	A person in a manager or director position; the owner, partner or legal representative of the company.
STUDENT	ALL APPLICABLE
NOT IN LABOUR FORCE	UNEMPLOYED

13. Out of the following ranges, please tell me, what is your approximate gross *MONTHLY* remuneration? How much do you earn?

Please keep in mind that the information you provide is completely confidential and the goal is to have the ability to calculate the total cost a company or citizen invests in completing a government procedure, which is why, ultimately, only averages will be used.

RANGES	
Less than 2,000	
From 2,001	to 4,000
From 4,001	to 6,000
From 6,001	to 8,000
From 8,001	to 12,000
From 12,001	to 18,000
From 18,001	to 25,000
From 25,001	to 35,000
From 35,001	to 55,000
From 55,001	to 80,000
80,000+	

14. In general, which activities in this card (**SHOW CARD 2: STANDARD ACTIVITIES**) did you need to perform in order to carry out the (**INSERT PROCEDURE**)?
15. Approximately how much time did you invest in (NAME ACTIVITY AND REINFORCE EVERY THREE ACTIVITIES)?

SURVEY ADMINISTRATOR: IF THE CONTACT MENTIONS THAT IT TOOK ONE DAY, PLEASE ASK HOW MANY HOURS OF THAT DAY WERE INVESTED IN THE PROCEDURE. FOR THIS MEASURE A FIELD IS ADDED TO MAKE THE CALCULATION IN HOURS.

These activities must have information:

- Task 1.
- Activity 3 is mandatory if the answer in question H was 1.
- Activity 4 is mandatory if the answer in question H was 1.
- Activities 5, 7, 10, and 11.

These activities may not have an answer from any profile:

- Activities 2, 3, 4, 6, 8, 9, 12.

ACTIVITY	HOURS
1. Identifying and understanding procedure requirements.	
2. Meetings with internal staff members to prepare the information.	
3. Activities associated to hiring and paying for external services to complete the procedure.	
4. Meetings with consultants or external service providers to complete the procedure.	
5. Collecting existing information.	
6. Preparation and generation of new information.	
7. Filling formats and/or drafting applications and reports.	
8. Creating and managing backup files (for example, logs, regular reports, electronic registries, etc.).	
9. Activities associated with payment of the procedure such as: direct payment to the agency, payment at the bank, payment in other offices, online payment.	
10. Transportation to public offices to carry out the procedure (for instance, collecting information, submitting an application).	
11. Waiting time at public offices to carry out the procedure.	
12. Other (specify).	

Skip to section III

SECTION III MATERIALS

16. Please tell me, did the procedure you carried out require the submission of any certified or validated copy before a Notary Public or other instances?

YES	CONTINUE
NO	SKIP TO QUESTION 13
DOES NOT KNOW	SKIP TO QUESTION 13

17. Which certified copies did your procedure require?
18. How much did you pay for the certified copy (INSERT PER EACH CERTIFIED COPY THAT YOU NEEDED FOR THE PROCEDURE?)
19. How long did it take you to obtain a certified copy?

CERTIFICATIONS	POSITION	TOTAL AMOUNT PAID
		\$ _____.
		\$ _____.
		\$ _____.

Total number of days it took to issue the certifications (based of the calculation of 8 hours = 1 day)	
Total money paid for the certifications	\$ _____.

We will now talk about the purchase of material NEEDED only to carry out the procedure and NOT about MATERIALS that can be used for some other purpose in your company. Please answer if you...

20. Buy assets, equipment, computer software or materials and/or office supplies to carry out this procedure? (For example, software, others)

YES	CONTINUE
NO	SKIP TO QUESTION 16
DOES NOT KNOW	SKIP TO QUESTION 16

21. Please tell me which were your specific purchases in order to carry out this procedure?

22. How much did you approximately pay for **(INSERT equipment/material)**?

SUPPLIES (MATERIALS)	TOTAL AMOUNT PAID
	\$ _____.
	\$ _____.
	\$ _____.

Total amount paid in the purchase of supplies	\$ _____.
---	-----------

SECTION IV (General issues)

23. Using this card, please tell me if you think that carrying out this procedure **(INSERT PROCEDURE)** is... **(SHOW CARD 3)**?

9 Very difficult	8	7	6	5	4	3	2	1 Very easy
---------------------	---	---	---	---	---	---	---	----------------

24. Taking into account all procedures carried out, even before other government agencies as a citizen and/or an entrepreneur, how difficult do you consider this procedure is?

9 Very difficult	8	7	6	5	4	3	2	1 Very easy
---------------------	---	---	---	---	---	---	---	----------------

25. Do you think there are requirements (data and/or documents requested) that are **IRRELEVANT OR EXCESSIVE (INSERT PROCEDURE)**?

YES	
NO	SKIP TO QUESTION 19

26. What are the requirements you consider **IRRELEVANT OR EXCESSIVE** for this procedure **(INSERT PROCEDURE)**?

REQUIREMENTS

27. Do you have any **SUGGESTION and/or COMPLAINT** about this procedure (**INSERT PROCEDURE**)?

SUGGESTION/COMPLAINT

28. Regardless of the procedures assessed, is there any other that may have been or that is especially problematic or onerous, creating an obstacle to performing the activity?

YES	END AND THANK THE INTERVIEWEE
NO	

29. Which would these procedures be?

PROCEDURES

NOTICE OF DATA CONFIDENTIALITY

I reiterate that all information provided will only be used for statistical purposes as part of a group and not individually.

Your opinions are very important for us.

Thank you for participating.

Measurement of the administrative burdens of the Federal Institute of Telecommunications procedures

This chapter introduces the measurement of the Federal Institute of Telecommunications (IFT) administrative burdens. It shows the measurement for all procedures, by administrative unit and by individual procedures. The tables included contain the Unit cost of each procedure, the population that carried out the process in 2016 and, consequently, the administrative burden that this represents. It stands out that only seven of the 156 IFT procedures account for 80% of the total load.

This report measures the administrative burdens of 156 procedures, those fully identified by the IFT and registered in its inventory of procedures in June 2016. The report includes procedures of several IFT units: the Compliance Unit (*Unidad de Cumplimiento*, UC); the Concessions and Services Unit (*Unidad de Concesiones y Servicios*, UCS); the General Coordination of User Policy (*Coordinación General de Política del Usuario*, CGPU); the Economic Competition Unit (*Unidad de Competencia Económica*, UCE); the Media and Audio-visual Content Unit (*Unidad de Medios y Contenidos Audiovisuales*, UMCA); the Regulatory Policy Unit (*Unidad de Política Regulatoria*, UPR), and the Investigating Authority (*Autoridad Investigadora*, AI). As shown in Table 3.1, the procedures were distributed among those seven units or administrative areas. The following sections contain a list of all procedures by name and password.

Table 3.1. **Total procedures to be measured per administrative unit of the Mexican Federal Institute of Telecommunications**

Administrative Unit	Number of procedures
Concessions and Services Unit	111
Compliance Unit	24
Regulatory Policy Unit	6
Media and Audio-visual Content Unit	6
Economic Competition Unit	4
Investigating Authority	4
General Coordination of User Policy	1
Total	156

3.1. Total administrative burden

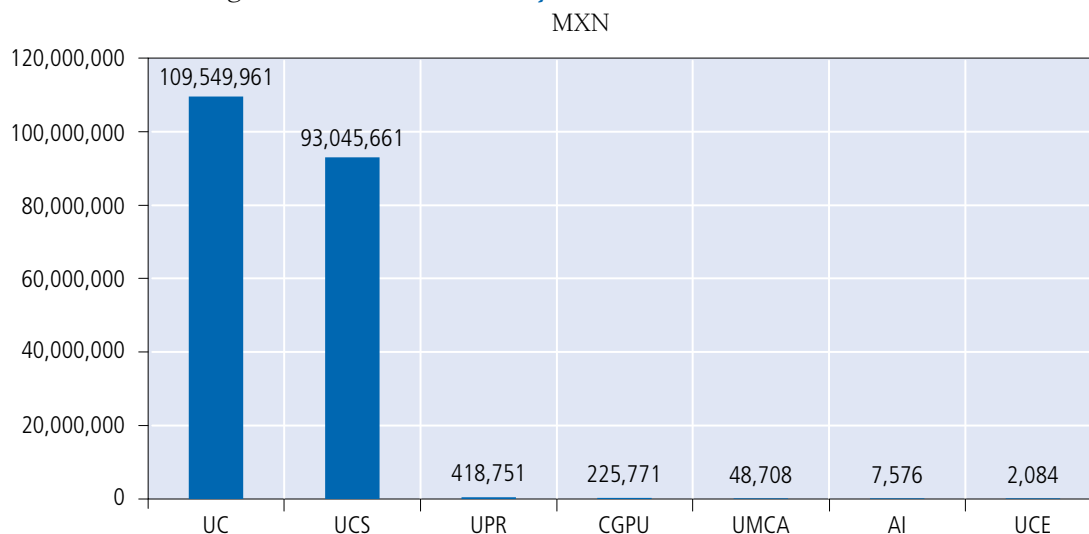
The Total administrative burden is defined as the unit cost of the procedure multiplied by the number of times it was carried out during 2016 (population). In turn, the Unit cost of each procedure is the result of the measurement with the Standard Cost Model (SCM).

Administrative burdens include the cost of transportation at the local level, which is limited to Mexico City's metropolitan area (standard activity 10). That is, the transportation cost from other states to Mexico City, which is where the IFT offices are located, is not considered. However, Annex 3.A includes the national average expense of traveling from the main Mexican states to Mexico City.

The total burden does not include either the direct financial costs, which refer to the payment of fees for completing a procedure before the IFT. However, as a benchmark, Annex 3.A reflects the rights published by the IFT for each of its procedures.

The total administrative burden of the 156 procedures measured by the IFT amounts to MXN 203,298,512. Table 3.1 shows the total administrative burden of the IFT administrative units. The following sections address the unitary cost, the population and the total administrative burden of all procedures, for each administrative area.

Figure 3.1. **Total burden by administrative area of the IFT**



3.1.1. Investigating Authority

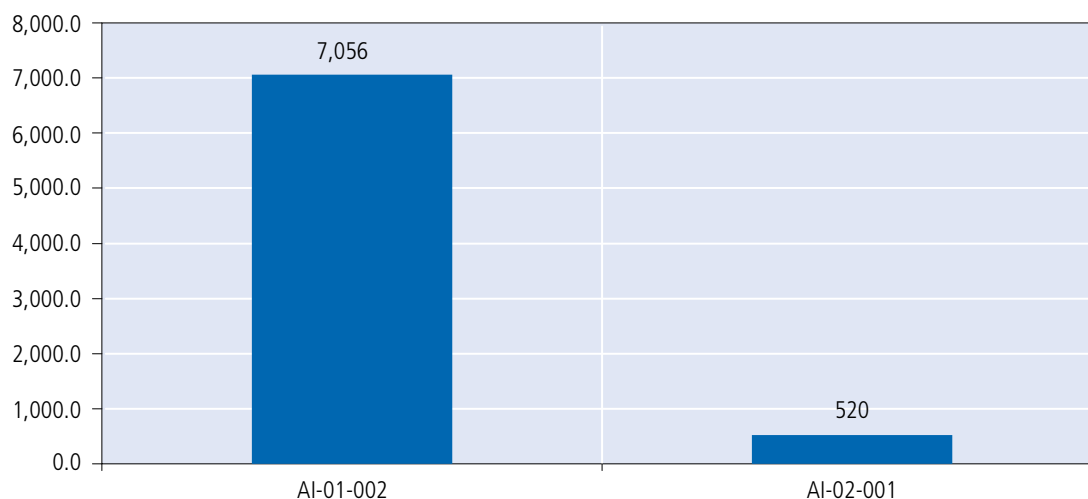
The Investigating Authority is mainly in charge of the analysis of complaints related to monopoly practices. From the set of procedures of this area, only two of them were submitted to the IFT during 2016. The submission of Complaints Due to a Possible Relative Monopoly Practice in the telecomm sector and broadcasting sectors (AI-01-002) was made four times, while the Request of Declaratory about Effective Competition Conditions or Substantial Power in the Telecomm and Broadcasting (AI-02-001) was made only once. The administrative burdens of such formalities summed up MXN 7 056 and MXN 520 respectively (see Table 3.2 and la Figure 3.2).

In terms of the total administrative burden, a wide heterogeneity was observed in the costs of the procedures of the Investigating Authority. In this case, the lowest processing charge represents 7% of the total administrative burden.

Table 3.2. **Total administrative burdens of the Investigating Authority of the IFT**

Procedure code	Procedure name	Unit cost (MXN)	Population	Total Administrative Cost (MXN)
AI-01-001	Complaint filed for the probable commission of an absolute monopolistic practice in the telecommunications and broadcasting sectors	1 193	0	0
AI-01-002	Complaint filed for the probable commission of a relative monopolistic practice in the telecommunications and broadcasting sectors	1 764	4	7 056
AI-01-003	Complaint filed for unlawful concentration in the telecommunications and broadcasting sectors	1 764	0	0
AI-02-001	Request for a declaration on conditions of effective competition or substantial power in the telecommunications and broadcasting sectors	520	1	520
TOTAL				7 576

Note: The sum of the Total administrative burdens may differ from the total due to rounding.

Figure 3.2. **Total administrative charges of the Investigating Authority of the IFT**
MXN

3.1.2. General Coordination of User Policy

The General Coordination of User Policy has only one procedure, which citizens carry out when they file a complaint for the service they receive. Only in 2016, the Federal Institute of Telecommunications received 10,751 complaints from individuals and corporations in which they denounced the service provided (procedure CGPU-01-001). Therefore, this procedure had a final total charge of MXN 225,771 in 2016 (see Table 3.3).

Table 3.3. **Total administrative burden of the IFT General Coordination of User Policy**

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
CGPU-01-001	Filing of nonconformities related to the provision of telecommunications services	21	10,751	225,771
			TOTAL	225,771

Note: The sum of the total administrative charges may differ from the total due to rounding.

3.1.3. Economic Competition Unit

The Economic Competition Unit handles procedures related to free competition in the telecommunications market. Their procedures are particularly specialised, since they involve technical notions and, in some cases, a description of very specific factors. In 2016, only two procedures associated to this unit were carried out: the Notification of concentration (*Notificación de concentración*) (UCE-01-001) and the Request for general guidance on free competition and economic competition (*Solicitud de orientación general en materia de libre concurrencia y competencia económica*) (UCE-02-001). Both were performed only once, so the total burden of each procedure has a unit cost of MXN 1,519 and MXN 565, respectively, shown in Table 3.4 and in Figure 3.3. Procedure UCE-01-001 accounts for 73% of the total administrative burdens of this unit.

Table 3.4. **Total administrative burdens of the IFT Economic Competition Unit**

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UCE-01-001	Notification of concentration	1 519	1	1 519
UCE-01-002	Notification of simplified concentration	1 519	0	0
UCE-02-001	Request for general guidance on free competition and economic competition	565	1	565
UCE-02-002	Request for formal opinion on matters of free competition and economic competition	761	0	0
			TOTAL	2 084

Note: The sum of the total administrative burdens may differ from the total due to rounding.

3.1.4. Concessions and Services Unit

The Concessions and Services Unit is the administrative area of the Institute with the largest number of procedures under its responsibility. It manages specialised information processes and requests, as well as some of the procedures that represent the greatest total administrative burden. One outstanding case is the Application for a Definitive Certificate of Homologation of a team previously certified by a Certification Agency (*Solicitud de Certificado de Homologación Definitivo de un equipo previamente certificado por un Organismo de Certificación*) (UCS-04-038), with a population of 1,693 and equivalent to approximately 22% of the total IFT burden (MXN 44,547,909). In contrast, the second highest total burden accounts for only MXN 10,777,800

and corresponds to the procedure Application to register public telecommunication services fees in the Public Registry of Concessions through the Electronic System for Registration of Tariffs (*Solicitud de inscripción de tarifas al público de los servicios de telecomunicaciones en el Registro Público de Concesiones, mediante el Sistema Electrónico de Registro de Tarifas*) (UCS-01-005). See Table 3.5 and Figure 3.4.

Figure 3.3. **Total administrative burdens of the IFT Economic Competition Unit**
MXN

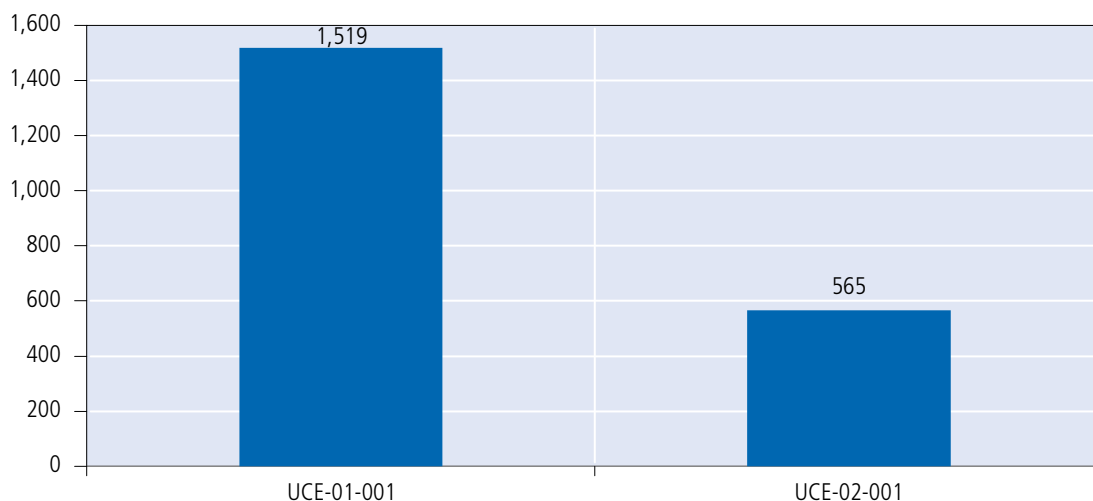


Table 3.5. **Total administrative burdens of the IFT Concessions and Services Unit**

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UCS-01-001	Submission of the stock ownership or partnership structure of concessionaires in the telecommunications and broadcasting sectors	4 393	818	3 593 474
UCS-01-002	Application to Register an Agreement in the Public Concessions Registry	5 192	683	3 546 136
UCS-01-003	Notice of termination or rescission of international interconnection agreements	506	0	0
UCS-01-004	Application to register an assignment of concession, permits and authorisation rights before the Public Registry of Concessions	290	33	9 570
UCS-01-005	Application to register public telecommunication services fees in the Public Registry of Concessions through the Electronic System for Registration of Tariffs	300	35 926	10 777 800
UCS-01-006	Application for access to the Electronic Registration System of Tariffs of the Public Registry of Concessions	5 192	168	872 256
UCS-01-007	Application for registration of public telecommunications services and / or additional coverage when the concession titles, permits or authorizations foresee the submission of the start of service provision in the Public Registry of Concessions	2 487	40	99 480

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UCS-01-008	Application for registration of advertising services and spaces fees for broadcasting concessionaires in the Public Registry of Concessions	290	2 082	603 780
UCS-01-009	Application for registration of taxes levied on concessions in the Public Registry of Concessions	4 779	2	9 558
UCS-01-010	Application for biannual registration to the Public Registry of Concessions of information related to the facilities that serve as Interconnection Points by the concessionaries of public telecommunications networks	1 505	198	297 990
UCS-02-001	Application for the concession of orbital resources and, if applicable, a single telecommunications concession	19 574	0	0
UCS-02-002	Application for a single concession for community social and indigenous social use of telecommunications	17 540	0	0
UCS-02-003	Application for the concession of radio-electric frequency spectrum bands and, if applicable, a single telecommunications concession	19 574	28	548 072
UCS-02-004	Application to extend the concession of radio-electric frequency spectrum bands; of orbital resources or of a single concession for public or social telecommunications use	447	0	0
UCS-02-005	Application for the concession of orbital resources by stakeholders and, if applicable, a single concession, for public or social telecommunications use	17 540	0	0
UCS-02-006	Application to extend a single concession for commercial use	628	5	3 140
UCS-02-007	Application for a single concession for commercial use	19 574	47	919 978
UCS-02-008	Application for transition or consolidation of an exclusive commercial use concession	628	29	18 212
UCS-02-009	Application to extend the concession of radio-electric spectrum frequency bands or orbital resources for commercial use	10 405	12	124 860
UCS-02-010	Application to approve the lease of radio-electric spectrum frequency bands	7 810	0	0
UCS-02-011	Application to authorise the sublease of radio-electric spectrum frequency bands	7 810	0	0
UCS-02-012	Application to authorise the modification of the lease or sublease contract of radio-electric spectrum frequency bands	8 925	0	0
UCS-02-013	Notification to rescind the lease or sublease contract of radio-electric spectrum frequency bands	506	0	0
UCS-02-014	Notification to terminate the lease or sublease contract of radio-electric spectrum frequency bands	506	0	0
UCS-02-015	Notification to modify the rent or price included in the lease or sublease contract of radio-electric spectrum frequency bands	506	0	0
UCS-02-016	Application for a concession of radio-electric spectrum for private use with the purpose of experimentation, technical and economic feasibility verification of developing technologies or temporary equipment tests	19 574	5	97 870
UCS-02-017	Application for a concession of radio-electric spectrum for private use for amateur broadcasting purposes	128	365	46 720

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UCS-03-001	Application to authorise subscription or sale of stock or capital partnership participation of the concessionaires	451	27	12 177
UCS-03-002	Submission of notification of subscription or sale of concessionaires' stock or capital partnership in case of corporate fusion, splitting or re-engineering	506	9	4 554
UCS-03-003	Submission of notification of changes in social bylaws with regard to Article 112 of the Federal Law of Telecommunications and Broadcasting (Ley Federal de Telecomunicaciones y Radiodifusión)	506	11	5 566
UCS-03-004	Application to exempt from transmitting at least one programming channel in high definition (HDTV)	746	0	0
UCS-03-005	Application for authorisation to access concessionaires' multiprogramming on the subject of broadcasting	566	53	29 998
UCS-03-006	Application for authorisation to approve legal representatives for concessionaries and/or permit-holders on the matter of telecommunications and broadcasting	451	298	134 398
UCS-03-007	Application to modify the social bylaws of concessionaire companies on the matter of telecommunications and broadcasting	451	21	9 471
UCS-03-008	Application to approve partial or total assignment of the rights and obligations established in the concessions	10 405	23	239 315
UCS-03-009	Application for a concession of radio-electric spectrum frequency bands as well as, if applicable, of an exclusive concession, both to provide public broadcasting services	17 540	148	2 595 920
UCS-03-010	Application to extend the concession to use, benefit and exploit radio-electric spectrum frequency bands to provide broadcasting services for commercial use	628	66	41 448
UCS-03-011	Application to extend the concession to use and benefit from radio-electric spectrum frequency bands to provide broadcasting services for public or social use	447	4	1 788
UCS-03-012	Notification of temporary suspension of broadcasting service transmission due to maintenance work or replacement of facilities and equipment for the broadcasting station	506	13	6 578
UCS-03-013	Application to extend an exclusive concession for broadcasting service for public or social use	447	0	0
UCS-03-014	Notification of temporary suspension of transmissions of the broadcasting service by fortuitous event or cause of force majeure and normalisation of the service	506	646	326 876
UCS-03-015	Application to extend an exclusive concession for commercial use of broadcasting	628	0	0
UCS-03-016	Application for total or partial interruption of transmissions of broadcasting services by fortuitous event or cause of force majeure	451	0	0
UCS-03-017	Application to perform technical modifications of FM radio stations: change of height of structural support	18 509	0	0
UCS-03-018	Application to change the location/installation of the main studios and/or auxiliary studios of AM/FM radio stations	14 928	48	716 544

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UCS-03-019	Application for approval of an additional channel to perform simultaneous digital transmissions to the analogous channel	18 509	49	906 941
UCS-03-020	Application to authorise the use of supplementary shade zone equipment to provide the digital terrestrial television service co-channel and/or transmission channel other than that used for digital transmissions	18 509	493	9 124 937
UCS-03-021	Application to change the location/installation of the main studios and/or auxiliary studios of television stations	14 928	2	29 856
UCS-03-022	Application to perform technical modifications of FM radio stations: Change of antenna and transmission facility location	18 509	23	425 707
UCS-03-023	Application to perform technical modifications of FM radio stations: Change of electrical centre height	18 509	2	37 018
UCS-03-024	Application to perform technical modifications of FM radio stations: Power change	18 509	0	0
UCS-03-025	Application to perform technical modifications of FM radio stations: Change of antenna directionality of FM stations	18 509	0	0
UCS-03-026	Application to change the location/installation of the main studios and/or auxiliary studios of radio and television stations	14 928	50	746 400
UCS-03-027	Application to change the main, emergent and auxiliary transmission equipment for radio and/or television stations	14 928	78	1 164 384
UCS-03-028	Application to perform technical modifications of AM radio stations: Change of height of antenna and/or radials	18 509	0	0
UCS-03-029	Application to perform technical modifications of AM radio stations: Change of antenna and transmission facility location	18 509	6	111 054
UCS-03-030	Application to perform technical modifications of AM radio stations: Change of antenna directionality	18 509	0	0
UCS-03-031	Application to perform technical modifications of AM radio stations: Power change	18 509	11	203 599
UCS-04-001	Application to approve the formalisation of international interconnection agreements	2 366	12	28 392
UCS-04-002	Application for revalidation of the certificate of competence to install and operate civil radio-electric stations	115	240	27 600
UCS-04-003	Application for issuing a certificate of competence to install and operate civil radio-electric stations	834	7	5 838
UCS-04-004	Application for a Ship Station Permit	839	209	175 351
UCS-04-005	Application to exploit the rights of emission and reception of signals and frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	628	6	3 768
UCS-04-006	Application to approve modifications for relocation, additions or replacement of satellites operating with technical features different from those authorised	628	6	3 768
UCS-04-007	Authorisation to integrate new transmitting earth stations into the network whose technical features vary from those originally authorised	628	1	628

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UCS-04-008	Application to approve the installation of cross-border links for International Private Traffic that do not involve the use of the radio-electric spectrum	1 883	2	3 766
UCS-04-009	Application to authorise the installation of cross-border links for International Private Traffic that involve the use of the radio-electric spectrum	1 883	11	20 713
UCS-04-010	Application to authorise the installation of cross-border links for International Public Traffic that do not involve the use of the radio-electric spectrum	1 883	2	3 766
UCS-04-011	Application for modification of the technical features and operation of earth stations to transmit satellite signals originally authorised	628	6	3 768
UCS-04-012	Notification of modification to integrate new earth stations into the network to transmit satellite signals whose technical features do not vary from those originally authorised	525	1	525
UCS-04-013	Application to approve the operation of a plant as an International Port	3 166	1	3 166
UCS-04-014	Application for authorisation of the installation, operation or exploitation of earth stations to transmit satellite signals	628	7	4 396
UCS-04-015	Notification to remove, replace or, if applicable, relocate authorised satellites that does not imply modifying the approved technical features	506	0	0
UCS-04-016	Application to extend the Authorisation validity to install, operate or exploit earth stations to transmit satellite signals	451	0	0
UCS-04-017	Application to transfer the rights and obligations established in the Authorisation titles to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems	451	1	451
UCS-04-018	Application for the registration of legal representatives in addition to those previously submitted in the Authorisation to install, operate or exploit earth stations to transmit satellite signals	451	1	451
UCS-04-019	Application to extend the initiation of operations of the Authorisation to exploit the rights of emission and reception of signals from frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	451	4	1 804
UCS-04-020	Application to transfer the rights and obligations established in the Authorisation titles to install, operate or exploit earth stations to transmit satellite signals	451	0	0
UCS-04-021	Application for the registration of legal representatives in addition to those previously registered in the Authorisation to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems	451	2	902
UCS-04-022	Application to extend the initiation of operations established on the title of authorisation to install, operate or exploit earth stations to transmit satellite signals	451	0	0
UCS-04-023	Application to extend the validity period of the Authorisation to exploit the rights of emission and reception of signals of frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	628	2	1 256

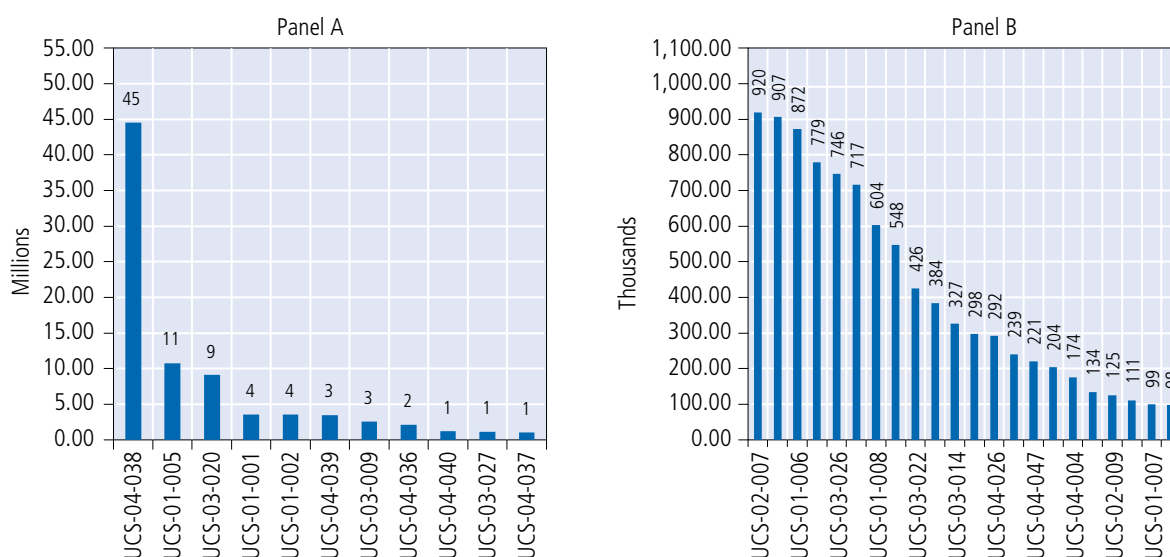
Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UCS-04-024	Application to approve the installation of cross-border links for International Public Traffic involving the use of the radio-electric spectrum	761	1 024	779 264
UCS-04-025	Application to authorise establishing and operating or exploiting a telecommunications services provider	1 883	0	0
UCS-04-026	Application to extend the validity of an Authorisation to establish and operate or exploit a telecommunications services provider	4 427	66	292 182
UCS-04-027	Application to certify a legal representative after those previously designated in the Authorisation to establish and operate or exploit a telecommunications services provider	451	0	0
UCS-04-028	Application to approve the modification of social bylaws in the Authorisations to establish and operate or exploit the commercialisation of telecommunications services	451	6	2 706
UCS-04-029	Notification of the commercialisation of public telecommunications services other than those originally authorised, or services associated with its Authorisation to commercialise telecommunications services	451	1	451
UCS-04-030	Application for change of ownership by transfer of rights of the Authorisation to establish and operate or exploit a telecommunications services trading firm	506	2	1 012
UCS-04-031	Application to approve the extension of deadlines for compliance with obligations included in the authorisation to establish and operate or exploit a telecommunications services trading firm	4 427	3	13 281
UCS-04-032	Application to approve the installation of cross-border links for International Public Traffic involving the use of the radio-electric spectrum	451	36	16 236
UCS-04-033	Application for approval of authorised parties contracts to establish and operate or exploit a telecommunication service trading firm intended to be signed with users	4 326	10	43 260
UCS-04-034	Application to certify a legal representative after those previously designated in permits to establish, operate or exploit a telecommunications service trading firm	451	6	2 706
UCS-04-035	Application to approve technical modifications in the Authorisations to establish and operate or exploit a telecommunications services trading firm	451	0	0
UCS-04-036	Application for a Definitive Certificate of Homologation with Background	2 863	747	2 138 661
UCS-04-037	Application for an Extension of a Certificate of Homologation	2 863	370	1 059 310
UCS-04-038	Application for a Definitive Certificate of Homologation of a team previously certified by a Certification Agency (PEC)	26 313	1 693	44 547 909
UCS-04-039	Application for a Provisional Homologation Certificate	2 863	1 216	3 481 408
UCS-04-040	Application for the renewal of a temporary homologation certificate	2 863	417	1 193 871
UCS-04-041	Application to assign home and destination Long Distance Operator Identification codes (ABC/BCD)	3 350	5	16 750
UCS-04-042	Application to authorise redistribution	3 350	12	40 200

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UCS-04-043	Application to approve the assignment of geographic and non-geographic numbering rights	3 350	5	16 750
UCS-04-044	Application for Assignment of Administrative Identification Codes	3 350	10	33 500
UCS-04-045	Application for Assignment of Local Origin and Destination Network Identification Codes (IDO/IDD)	3 350	6	20 100
UCS-04-046	Application to authorise the Special Service Code (CSE)	290	3	870
UCS-04-047	Application for allocation of specific non-geographic numbering	3 350	66	221 100
UCS-04-048	Application for allocation of geographic numbering	2 248	171	384 408
UCS-04-049	Application for centralised allocation of non-geographic numbering	2 248	1	2 248
UCS-04-050	Application to assign International Signalling Point Codes (ISPC)	2 248	0	0
UCS-04-051	Application to assign National Signalling Point Codes (NSPC)	2 248	0	0
UCS-04-052	Application to assign the Mobile Network Code for Virtual Mobile Operators	1 248	3	3 744
UCS-04-053	Application to assign International Mobile Subscriber Identity (IMSI)	290	0	0
			TOTAL	93 045 661

Note: The sum of the total administrative burdens may differ from the total due to rounding.

Panel A of Figure 3.4 shows the procedures with the highest load, while panel B includes those with a load of less than MXN 1 million.

Figure 3.4. **Total administrative burdens of the IFT Concessions and Services Unit**
MXN



3.1.5. IFT Compliance Unit

The procedure of the Compliance Unit completed more times in 2016, was the Annual payment for the use of radio-electric spectrum frequencies (*Pago anual para el uso de frecuencias del espectro radioeléctrico*) (UC-01-023). See Table 5.6. With a cost of MXN 2,308, it is the procedure with the second highest total load within the Compliance Unit. Also worth mentioning is the most expensive procedure of all analysed procedures (UC-01-020), which has an incidence of 2,464 and represents a total burden close to MXN 79 million. In fact, procedure UC-01-023's total burden accounts for 13% of the total load of procedure UC-01-020. Figure 3.5 shows the administrative burdens of the Compliance Unit.

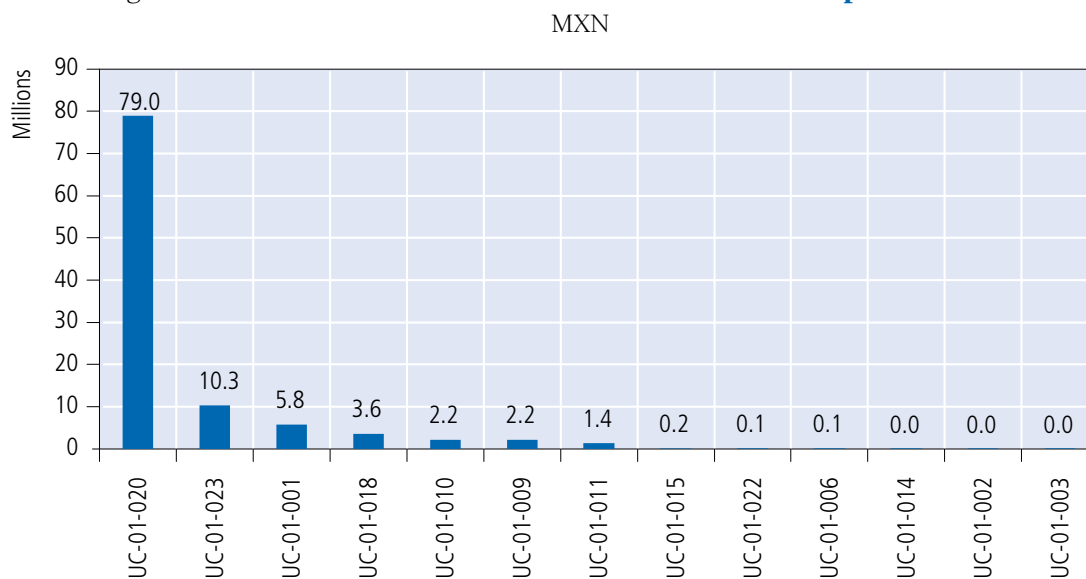
Table 3.6. **Total administrative burdens of the IFT Compliance Unit**

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UC-01-001	Submission of information on registration and cancellation of subscribers	1 528	3 781	5 777 368
UC-01-002	Notification of distribution of TV signals reserved for the State (Transmission of the Congress Channel)	506	9	4 554
UC-01-003	Notification to restricted television and audio concessionaires of the conclusion of their network installation before starting operations	506	6	3 036
UC-01-004	Submission of notification of transmission of the Judiciary Channel of the National Supreme Court of Justice	506	12	6 072
UC-01-005	Submission of information on the modification of the programming or network distribution of the transmitted channels	506	6	3 036
UC-01-006	Delivery of the implementation program for the accounting separation methodology for public telecommunication network concessionaires	4 427	13	57 551
UC-01-007	Application to authorise the submission of information on accounting separation in the "Simplified Format"	451	126	56 826
UC-01-008	Submission of information on growth and coverage of local mobile service networks	525	47	24 675
UC-01-009	Delivery of guaranteed coverage maps	3 729	578	2 155 362
UC-01-010	Delivery of a report on complaints submitted to the concessionaire by its users	1 707	1 274	2 174 718
UC-01-011	Submission of a notice of allocation of service centres to groups of local service centres	4 089	344	1 406 616
UC-01-012	Submission of local service reports	4 089	344	1 406 616
UC-01-013	Submission of information on international long distance operators	3 709	64	237 376
UC-01-014	Application to authorise model contracts for long distance operators to be executed with their users	1 387	4	5 548
UC-01-015	Submission of information related to local service centres	506	344	174 064
UC-01-016	Delivery of a report with information on local exchanges	4 089	344	1 406 616
UC-01-017	Submission of the report on the installation of one or more long distance exchanges	4 089	344	1 406 616

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UC-01-018	Delivery of accounting information reports by service, region, function and network components	3 711	965	3 581 115
UC-01-019	Submission of information related to local service lines	506	399	201 894
UC-01-020	Submission of technical, legal, programmatic and economic information by concessionaires (commercial, public and social use, including communitarian and indigenous) of broadcasting stations	32 066	2 464	79 010 624
UC-01-021	Annual presentation of information regarding the source and destination of the income of the concessionaires of social use that provide the broadcasting service	4 089	0	0
UC-01-022	Submission of waiver of permit or concession	506	148	74 888
UC-01-023	Annual payment for the use of radio-electric spectrum frequencies	2 308	4 473	10 323 684
UC-02-001	Application for attention to complaints of harmful interference	506	101	51 106
			TOTAL	109 549 961

Note: The sum of the total administrative burdens may differ from the total due to rounding.

Figure 3.5. **Total administrative burdens of the IFT Compliance Unit**



3.1.6. Media and Audio-visual Content Unit

The Media and Audio-visual Content Unit is in charge of procedures related to the transmission of content. This unit received 74 reports on dissemination actions related to the commencement of use of the Allocated Virtual Channel (*Informes sobre acciones de difusión en relación con el inicio de utilización del Canal Virtual Asignado*) (UMCA-02-003) and 23 applications for allocation of an available Virtual Channel available other than the one assigned (*Solicitudes de asignación de un Canal Virtual disponible diferente al asignado*) (UMCA-02-001) from January

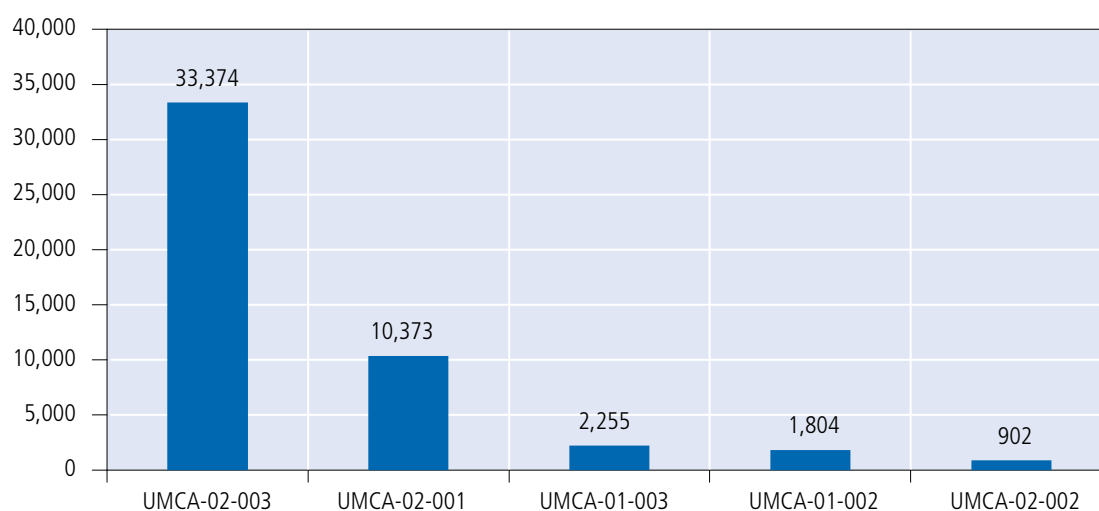
to December 2016. See Table 3.7. Given the objectives or the nature of the Applications related to procedures such as UMCA-01-002, UMCA-01-003 and UMCA-02-002, it is understandable that their incidence is not as high as that of other procedures, as they refer to very specific cases. The total burden of procedure UMCA-02-003 represents MXN 33,374 (equivalent to 68.5% of the unit's total burdens); the burden of procedure UMCA-02-001 was MXN 10,373 (21% of the area's administrative burdens). Figure 3.6 shows the administrative burdens of the UMCA procedures.

Table 3.7. **Total administrative burdens of the IFT Media and Audio-visual Content Unit**

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UMCA-01-001	Notice of application to block programming content	451	0	0
UMCA-01-002	Application on the availability of broadcast signals made by Federal Public Institutions for their retransmission	451	4	1 804
UMCA-01-003	Application for the resolution of procedures arising from disagreements on the subject of content retransmission	451	5	2 255
UMCA-02-001	Application of allocation of an available Virtual Channel other than the one assigned	451	23	10 373
UMCA-02-002	Application of authorisation of early use of Virtual Channels	451	2	902
UMCA-02-003	Report on dissemination actions related to the commencement of use of the Allocated Virtual Channel	451	74	33 374
TOTAL				48 708

Note: The sum of the total administrative burdens may differ from the total due to rounding.

Figure 3.6. **Total administrative burdens of the IFT Media and Audio-visual Content**
MXN



3.1.7. Regulatory Policy Unit

The Regulatory Policy Unit is in charge of issues related to infrastructure and interconnection. If there is a disagreement regarding interconnection, tariffs, etc., among concessionaires, it is possible to file an Application for a resolution of Interconnection disagreements (*Solicitud de resolución de desacuerdos de Interconexión*) (UPR-01-002). In 2016, the Institute received a total of 179 applications, and this was the procedure with the largest population and total burden in the Regulatory Policy Unit, with MXN 387,535 (as shown in Table 3.8 and Figure 3.7). The procedure UPR-01-005 had a population of 2 and a total burden of MXN 4,330, which represents the lowest of this administrative unit. Thus, procedure UPR-01-005 total burden accounts for only 1% of the UPR-01-002 burden and 1% of the unit's total burdens. On the other hand, the procedure with the highest burden represents 93% of the total administrative burdens of the area.

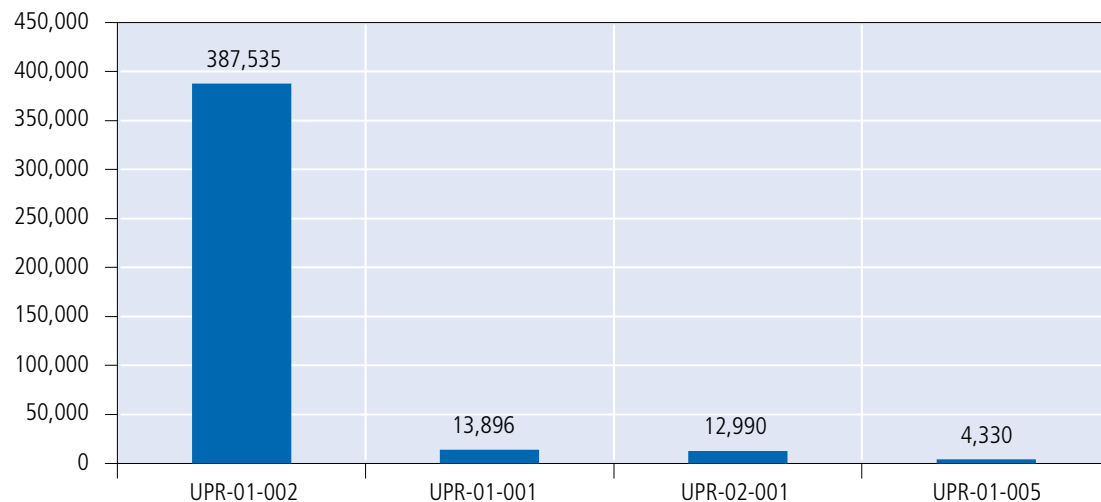
Table 3.8. **Total administrative burdens of the IFT Regulatory Policy Unit**

MXN

Procedure code	Procedure name	Unit cost (MXN)	Population	Total administrative burden (MXN)
UPR-01-001	Application for access to the Electronic System for Interconnection Applications	2 316	6	13,896
UPR-01-002	Application for a resolution of interconnection disagreements	2 165	179	387,535
UPR-01-003	Application for a resolution of disagreements from the visiting user wholesale service	2 165	0	0
UPR-01-004	Application for a resolution on the terms and conditions not agreed upon for the commercialisation and resale of mobile telecommunication services by Mobile Virtual Operators	2 165	0	0
UPR-01-005	Application for a resolution on the terms and conditions not agreed upon regarding the wholesale dedicated link lease service	2 165	2	4 330
UPR-02-001	Application for a resolution of infrastructure sharing disagreements	2 165	6	12 990
			TOTAL	418,751

Note: The sum of the total administrative burdens may differ from the total due to rounding.

Figure 3.7. **Total administrative burdens of the IFT Regulatory Policy Unit**
MXN



3.2. Procedures with the highest administrative burden

The seven procedures shown in Figure 3.8 account for 80% of the IFT Total administrative burden, or just over MXN 203.3 million. The Submission of technical, legal, programmatic and economic information by concessionaires (commercial, public and social use, including communitarian and indigenous) of broadcasting stations (*Presentación de información técnica, legal, programática y económica por parte de concesionarios [uso comercial, público, social incluyendo comunitarias e indígena] de estaciones de radiodifusión*) (UC-01-020) is the procedure with the highest total burden: MXN 79,010,624, and on its own accounts for 39% of the IFT total burdens.

Figure 3.8. **Procedures that account for 80% of the IFT total administrative burdens**
MXN

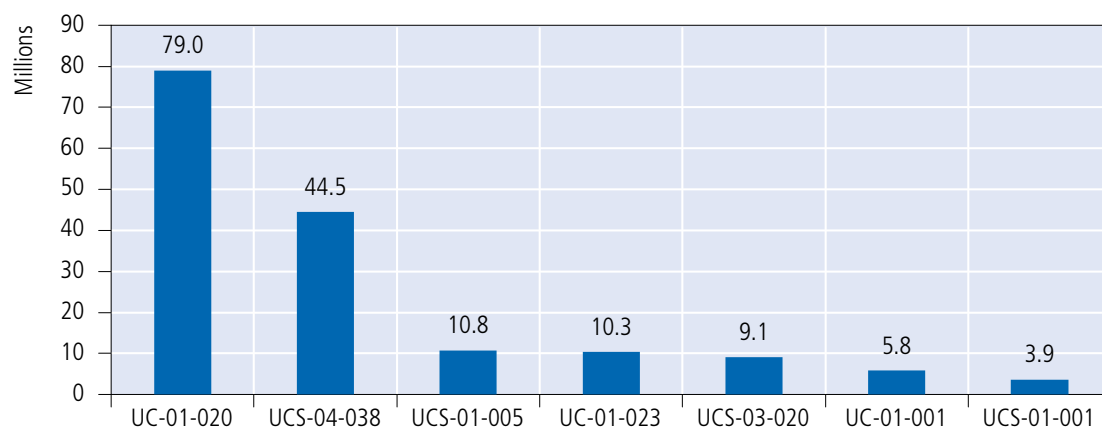


Figure 3.8 suggests the potential impact that simplifying these procedures would have on the IFT total administrative burdens since, by doing so, the institution could significantly reduce its burden. Chapter 5 describes the savings that would be generated in case of undertaking the digitisation, simplification and elimination of redundant or unnecessary procedures.

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Annex 3.A. Transportation costs and financial costs of IFT procedures

This annex shows the average transportation cost for a person traveling from the main cities of Mexican states to Mexico City, and the direct financial cost (payment of fees) for the IFT procedures by administrative unit.

It is important to mention that the IFT offices are located in Mexico City; therefore, representatives of regulated entities with companies outside this area must travel to carry out their procedures. This average cost for the whole country must be added to the burden that each procedure imposes on companies outside Mexico City or that do not have a representative in it. This is so because the survey for users or regulated entities was only conducted with companies located in Mexico City.

In some cases, consultations may be made on the phone or by e-mail; the IFT has pointed them out as a practice they take care of. However, in many procedures, visiting the IFT offices is common practice and, therefore, this cost is assumed for companies outside the metropolitan area.

As for the cost of the trip, information from the profile of persons who travel to Mexico City, generated by its Tourism Secretariat for 2016 (Gobierno de la Ciudad de México, 2016^[8]), was used. Specifically, the indicator used was the average travel expense from the main city of each state to Mexico City per tourist staying in it, so it is assumed that the traveller uses not only transportation services but also lodging services, among others. According to the Glossary of the Ministry of Tourism, tourism expenditure refers to the “total consumption expenses, made by a visitor or on behalf of a visitor during his travel and his touristic stay in the place of destination” (Secretaría de Turismo, 2017^[9]).

Annex Table 3.A.1. **Cost of transportation to Mexico City and direct financial cost (payment of fees) of the Investigating Authority procedures**

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
AI-01-001	Complaint filed for the probable commission of an absolute monopolistic practice in the telecommunications and broadcasting sectors	3 561.9	0
AI-01-002	Complaint filed for the probable commission of a relative monopolistic practice in the telecommunications and broadcasting sectors	3 561.9	0
AI-01-003	Complaint filed for unlawful concentration in the telecommunications and broadcasting sectors	3 561.9	0
AI-02-001	Request for a declaration on conditions of effective competition or substantial power in the telecommunications and broadcasting sectors	3 561.9	0

Note 1: The average cost per tourist lodged includes all expenses incurred by a person for his travel and stay in Mexico City.

Note 2: Regarding the Investigating Authority procedures, it is necessary to have an address in Mexico City, so the transportation cost could be zero. However, this does not exclude the possibility of having the cost of travelling to Mexico City completely eliminated in this procedure due to this obligation.

Note 3: The financial cost reported in this work was consulted on August 29, 2017.

Source: Adapted from Gobierno de la Ciudad de México (2016), *Actividad Turística de la Ciudad de México: Indicadores 2007-2016*, http://www.turismo.cdmx.gob.mx/storage/app/media/Estadisticas/Estadisticas%202016/Indicadores_ENE_DIC_2007-2016.pdf and of www.ift.org.mx, last access on July 3, 2017.

Annex Table 3.A.2. **Cost of transportation to Mexico City and direct financial cost (payment of fees) of the General Coordination of User Policy procedures**

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
CGPU-01-001	Filing of nonconformities related to the provision of telecommunications services	3 561.9	0

Note 1: The average cost per tourist lodged includes all expenses incurred by a person for his travel and stay in Mexico City.

Note 2: The financial cost reported in this work was consulted on August 29, 2017.

Source: Adapted from Gobierno de la Ciudad de México (2016), *Actividad Turística de la Ciudad de México: Indicadores 2007-2016*, http://www.turismo.cdmx.gob.mx/storage/app/media/Estadisticas/Estadisticas%202016/Indicadores_ENE_DIC_2007-2016.pdf and of www.ift.org.mx, last access on July 3, 2017.

Annex Table 3.A.3. **Cost of transportation to Mexico City and direct financial cost (payment of fees) of the Economic Competition Unit procedures**

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UCE-01-001	Notification of concentration	3,561.9	0
UCE-01-002	Notification of simplified concentration	3,561.9	0
UCE-02-001	Request for general guidance on free competition and economic competition	3,561.9	0
UCE-02-002	Request for formal opinion on matters of free competition and economic competition	3,561.9	0

Note 1: The average cost per tourist lodged includes all expenses incurred by a person for his travel and stay in Mexico City.

Note 2: The financial cost reported in this work was consulted on August 29, 2017.

Source: Adapted from Gobierno de la Ciudad de México (2016), *Actividad Turística de la Ciudad de México: Indicadores 2007-2016*, http://www.turismo.cdmx.gob.mx/storage/app/media/Estadisticas/Estadisticas%202016/Indicadores_ENE_DIC_2007-2016.pdf and of www.ift.org.mx, last access on July 3, 2017.

Annex Table 3.A.4. **Cost of transportation to Mexico City and direct financial cost (payment of fees) of the Concessions and Services Unit procedures**

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UCS-01-001	Submission of the stock ownership or partnership structure of concessionaires in the telecommunications and broadcasting sectors	3 561.9	0
UCS-01-002	Application to Register an Agreement in the Public Concessions Registry	3 561.9	0
UCS-01-003	Notice of termination or rescission of international interconnection agreements	3 561.9	0
UCS-01-004	Application to register an assignment of concession, permits and authorisation rights before the Public Registry of Concessions	3 561.9	0
UCS-01-005	Application to register public telecommunication service fees in the Public Registry of Concessions through the Electronic System for Registration of Tariffs	3 561.9	0
UCS-01-006	Application for access to the Electronic Registration System of Tariffs of the Public Registry of Concessions	3 561.9	0
UCS-01-007	Application for registration of public telecommunications services and/or additional coverage when the concession titles, permits or authorisations foresee the submission of the start of service provision in the Public Registry of Concessions	3 561.9	0
UCS-01-008	Application for registration of advertising services and spaces fees for broadcasting concessionaires in the Public Registry of Concessions	3 561.9	0
UCS-01-009	Application for registration of taxes levied on concessions in the Public Registry of Concessions	3 561.9	0
UCS-01-010	Application for biannual registration to the Public Registry of Concessions of information related to the facilities that serve as Interconnection Points by the concessionaries of public telecommunications networks	3 561.9	0
UCS-02-001	Application for the concession of orbital resources and, if applicable, a single telecommunications concession	3 561.9	6 111.68
UCS-02-002	Application for a single concession for community social and indigenous social use of telecommunications	3 561.9	3 493.81
UCS-02-003	Application for the concession of radio-electric spectrum frequency bands and, if applicable, a single telecommunications concession	3 561.9	6 111.68
UCS-02-004	Application to extend the concession of radio-electric spectrum frequency bands; of orbital resources or of a single concession for public or social telecommunications use	3 561.9	12 943.0 6 7 728.8
UCS-02-005	Application for the concession of orbital resources by stakeholders and, if applicable, a single concession, for public or social telecommunications use	3 561.9	6 111.67
UCS-02-006	Application to extend a single concession for commercial use	3 561.9	7 728.80

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UCS-02-007	Application for a single concession for commercial use	3 561.9	17 469.07
UCS-02-008	Application for transition or consolidation of an exclusive commercial use concession	3 561.9	11 624.96
UCS-02-009	Application to extend the concession of radio-electric spectrum frequency bands or orbital resources for commercial use	3 561.9	12 934.01
UCS-02-010	Application to approve the lease of radio-electric spectrum frequency bands	3 561.9	12 316.88
UCS-02-011	Application to authorise the sublease of radio-electric spectrum frequency bands	3 561.9	12 316.88
UCS-02-012	Application to authorise the modification of the lease or sublease contract of radio-electric spectrum frequency bands	3 561.9	12 316.88
UCS-02-013	Notification to rescind the lease or sublease contract of radio-electric spectrum frequency bands	3 561.9	0
UCS-02-014	Notification to rescind the lease or sublease contract of radio-electric spectrum frequency bands	3 561.9	0
UCS-02-015	Notification to modify the rent or price included in the lease or sublease contract of radio-electric spectrum frequency bands	3 561.9	0
UCS-02-016	Application for a concession of radio-electric spectrum for private use with the purpose of experimentation, technical and economic feasibility verification of developing technologies or temporary equipment tests	3 561.9	13 958.96
UCS-02-017	Application for a concession of radio-electric spectrum for private use for amateur broadcasting purposes	3 561.9	1 472.62
UCS-03-001	Application to authorise subscription or sale of stock or capital partnership participation of concessionaries	3 561.9	11 022.96
UCS-03-002	Submission of notification of subscription or sale of concessionaires' stock or capital partnership in case of corporate fusion, splitting or re-engineering	3 561.9	11 022.96
UCS-03-003	Submission of notification of modification of the social bylaws in relation to Article 112 of the Federal Law of Telecommunications and Broadcasting (Ley Federal de Telecomunicaciones y Radiodifusión)	3 561.9	0
UCS-03-004	Application to exempt from transmitting at least one programming channel in high definition (HDTV)	3 561.9	0
UCS-03-006	Application for authorisation to approve legal representatives for concessionaries and/or permit-holders on the matter of telecommunications and broadcasting	3 561.9	Eliminated
UCS-03-007	Application to modify the social bylaws of concessionaire companies on the matter of telecommunications and broadcasting	3 561.9	3 053.35
UCS-03-008	Application to approve partial or total assignment of the rights and obligations established in the concessions	3 561.9	15 305.03

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UCS-03-009	Application for a concession of radio-electric spectrum frequency bands as well as, if applicable, of an exclusive concession, both to provide public broadcasting services	3 561.9	0
UCS-03-010	Application to extend the concession to use, benefit and exploit radio-electric spectrum frequency bands to provide broadcasting services for commercial use	3 561.9	12 934.01
UCS-03-011	Application to extend the concession to use and benefit from radio-electric spectrum frequency bands to provide broadcasting services for public or social use	3 561.9	2 586.80
UCS-03-012	Notification of temporary suspension of broadcasting service transmission due to maintenance work or replacement of facilities and equipment for the broadcasting station	3 561.9	0
UCS-03-013	Application to extend an exclusive concession for broadcasting service for public or social use	3 561.9	1 545.76
UCS-03-014	Notification of temporary suspension of transmissions of the broadcasting service by fortuitous event or cause of force majeure and normalisation of the service	3 561.9	0
UCS-03-015	Application to extend an exclusive concession for commercial use of broadcasting	3 561.9	7 728.80
UCS-03-016	Application for total or partial interruption of transmissions of broadcasting services by fortuitous event or cause of force majeure	3 561.9	0
UCS-03-017	Application to perform technical modifications of FM radio stations: change of height of structural support	3 561.9	0
UCS-03-018	Application to change the location/installation of the main studios and/or auxiliary studios of AM/FM radio stations	3 561.9	5 610.48
UCS-03-019	Application for approval of an additional channel to perform simultaneous digital transmissions to the analogous channel	3 561.9	9 930.05
UCS-03-020	Application to authorise the use of supplementary shade zone equipment to provide the digital terrestrial television service co-channel and/or transmission channel other than that used for digital transmissions	3 561.9	9 930.05
UCS-03-021	Application to change the location/installation of the main studios and/or auxiliary studios of television stations	3 561.9	5 610.48
UCS-03-022	Application to perform technical modifications of FM radio stations: Change of antenna and transmission facility location	3 561.9	10 257.74
UCS-03-023	Application to perform technical modifications of FM radio stations: Change of electrical centre height	3 561.9	0
UCS-03-024	Application to perform technical modifications of FM radio stations: Power change	3 561.9	10 257.74
UCS-03-025	Application to perform technical modifications of FM radio stations: Change of antenna directionality of FM stations	3 561.9	0
UCS-03-026	Application to change the location/installation of the main studios and/or auxiliary studios of radio and television stations	3 561.9	1 962.54 ó 2 944.11

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UCS-03-027	Application to change the main, emergent and auxiliary transmission equipment for radio and/or television stations	3 561.9	5 610.48
UCS-03-028	Application to perform technical modifications of AM radio stations: Change of height of antenna and/or radials	3 561.9	0
UCS-03-029	Application to perform technical modifications of AM radio stations: Change of antenna and transmission facility location	3 561.9	10 257.74
UCS-03-030	Application to perform technical modifications of AM radio stations: Change of antenna directionality	3 561.9	0
UCS-03-031	Application to perform technical modifications of AM radio stations: Power change	3 561.9	10 257.74
UCS-04-001	Application to approve the formalisation of international interconnection agreements	3 561.9	0
UCS-04-002	Application for revalidation of the certificate of competence to install and operate civil radio-electric stations	3 561.9	907.15
UCS-04-003	Application for issuing a certificate of competence to install and operate civil radio-electric stations	3 561.9	1 247.59 y 626.30
UCS-04-004	Application for a Ship Station Permit	3 561.9	0
UCS-04-005	Application to exploit the rights of emission and reception of signals and frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	3 561.9	9 375.15
UCS-04-006	Application to approve modifications for relocation, additions or replacement of satellites operating with technical features different from those authorised	3 561.9	3 279.21
UCS-04-007	Authorisation to integrate new transmitting earth stations into the network whose technical features vary from those originally authorised	3 561.9	3 610.78
UCS-04-008	Application to approve the installation of cross-border links for International Private Traffic that do not involve the use of the radio-electric spectrum	3 561.9	0
UCS-04-009	Application to authorise the installation of cross-border links for International Private Traffic that involve the use of the radio-electric spectrum	3 561.9	0
UCS-04-010	Application to authorise the installation of cross-border links for International Public Traffic that do not involve the use of the radio-electric spectrum	3 561.9	0
UCS-04-011	Application for modification of the technical features and operation of earth stations to transmit satellite signals originally authorised	3 561.9	2 369.54
UCS-04-012	Notification of modification to integrate new earth stations into the network to transmit satellite signals whose technical features do not vary from those originally authorised	3 561.9	0
UCS-04-013	Application to approve the operation of a plant as an International Port	3 561.9	0

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UCS-04-014	Application for authorisation of the installation, operation or exploitation of earth stations to transmit satellite signals	3 561.9	3 610.78
UCS-04-015	Notification to remove, replace or, if applicable, relocate authorised satellites that does not imply modifying the approved technical features	3 561.9	0
UCS-04-016	Application to extend the Authorisation validity to install, operate or exploit earth stations to transmit satellite signals	3 561.9	2 767.14
UCS-04-017	Application to transfer the rights and obligations established in the Authorisation titles to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems	3 561.9	2 936.76
UCS-04-018	Application for the registration of legal representatives in addition to those previously submitted in the Authorisation to install, operate or exploit earth stations to transmit satellite signals	3 561.9	Eliminated
UCS-04-019	Application to extend the initiation of operations of the Authorisation to exploit the rights of emission and reception of signals from frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	3 561.9	1 074.76
UCS-04-020	Application to transfer the rights and obligations established in the Authorisation titles to install, operate or exploit earth stations to transmit satellite signals	3 561.9	2 936.76
UCS-04-021	Application for the registration of legal representatives in addition to those previously registered in the Authorisation to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems	3 561.9	Eliminated
UCS-04-022	Application to extend the initiation of operations established on the title of authorisation to install, operate or exploit earth stations to transmit satellite signals	3 561.9	1 074.76
UCS-04-023	Application to extend the validity period of the Authorisation to exploit the rights of emission and reception of signals of frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	3 561.9	5 314.29
UCS-04-024	Application for an Aircraft Station Permit	3 561.9	0
UCS-04-025	Application to approve the installation of cross-border links for International Public Traffic involving the use of the radio-electric spectrum	3 561.9	0
UCS-04-026	Application to authorise establishing and operating or exploiting a telecommunications services provider	3 561.9	6 043.33
UCS-04-027	Application to extend the validity of an Authorisation to establish and operate or exploit a telecommunications services provider	3 561.9	3 321.42
UCS-04-028	Application to certify a legal representative after those previously designated in the Authorisation to establish and operate or exploit a telecommunications services provider	3 561.9	Eliminated

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UCS-04-029	Application to approve the modification of social bylaws in the Authorisations to establish and operate or exploit the commercialisation of telecommunications services	3 561.9	3 053.35
UCS-04-030	Notification of the commercialisation of public telecommunications services other than those originally authorised, or services associated with its Authorisation to commercialise telecommunications services	3 561.9	0
UCS-04-031	Application for change of ownership by transfer of rights of the Authorisation to establish and operate or exploit a telecommunications services trading firm	3 561.9	2 936.76
UCS-04-032	Application to approve the extension of deadlines for compliance with obligations included in the authorisation to establish and operate or exploit a telecommunications services trading firm	3 561.9	1 074.76
UCS-04-033	Application for approval of authorised parties contracts to establish and operate or exploit a telecommunication service trading firm intended to be signed with users	3 561.9	Eliminated
UCS-04-034	Application to certify a legal representative after those previously designated in permits to establish, operate or exploit a telecommunications service trading firm	3 561.9	Eliminated
UCS-04-035	Application to approve technical modifications in the Authorisations to establish and operate or exploit a telecommunications services trading firm	3 561.9	1 410.16
UCS-04-036	Application for a Definitive Certificate of Homologation with Background	3 561.9	2 296.00
UCS-04-037	Application for an Extension of a Certificate of Homologation	3 561.9	1 787.19
UCS-04-038	Application for a Definitive Certificate of Homologation of a team previously certified by a Certification Agency (PEC)	3 561.9	2 296.00
UCS-04-039	Application for a Provisional Homologation Certificate	3 561.9	6 059.31
UCS-04-040	Application for the renewal of a temporary homologation certificate	3 561.9	1 787.19
UCS-04-041	Application to assign home and destination Long Distance Operator Identification codes (ABC/BCD)	3 561.9	0
UCS-04-042	Application to authorise redistribution	3 561.9	0
UCS-04-043	Application to approve the assignment of geographic and non-geographic numbering rights	3 561.9	0
UCS-04-044	Application for Assignment of Administrative Identification Codes	3 561.9	0
UCS-04-045	Application for Assignment of Local Origin and Destination Network Identification Codes (IDO/IDD)	3 561.9	0
UCS-04-046	Application to authorise the Special Service Code (CSE)	3 561.9	0
UCS-04-047	Application for allocation of specific non-geographic numbering	3 561.9	0
UCS-04-048	Application for allocation of geographic numbering	3 561.9	0

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UCS-04-049	Application for centralised allocation of non-geographic numbering	3 561.9	0
UCS-04-050	Application to assign International Signalling Point Codes (ISPC)	3 561.9	0
UCS-04-051	Application to assign National Signalling Point Codes (NSPC)	3 561.9	0
UCS-04-052	Application to assign the Mobile Network Code for Virtual Mobile Operators	3 561.9	0
UCS-04-053	Application to assign International Mobile Subscriber Identity (IMSI)	3 561.9	0

Note 1: The average cost per tourist lodged includes all expenses incurred by a person for his travel and stay in Mexico City.

Note 2: The financial cost reported in this work was consulted on August 29, 2017.

Source: Adapted from Gobierno de la Ciudad de México (2016), *Actividad Turística de la Ciudad de México: Indicadores 2007-2016*, http://www.turismo.cdmx.gob.mx/storage/app/media/Estadisticas/Estadisticas%202016/Indicadores_ENE_DIC_2007-2016.pdf and of www.ift.org.mx, last access on July 3, 2017.

Annex Table 3.A.5. **Cost of transportation to Mexico City and direct financial cost (payment of fees) of the Compliance Unit procedures**

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UC-01-001	Submission of information on registration and cancellation of subscribers	3 561.9	0
UC-01-002	Notification of distribution of TV signals reserved for the State (Transmission of the Congress Channel)	3 561.9	0
UC-01-003	Notification to restricted television and audio concessionaires of the conclusion of their network installation before starting operations	3 561.9	0
UC-01-004	Submission of notification of transmission of the Judiciary Channel of the National Supreme Court of Justice	3 561.9	0
UC-01-005	Submission of information on the modification of the programming or network distribution of the transmitted channels	3 561.9	0
UC-01-006	Delivery of the implementation program for the accounting separation methodology for public telecommunication network concessionaires	3 561.9	0
UC-01-007	Application to authorise the submission of information on accounting separation in the "Simplified Format"	3 561.9	0
UC-01-008	Submission of information on growth and coverage of local mobile service networks	3 561.9	0
UC-01-009	Delivery of guaranteed coverage maps	3 561.9	0
UC-01-010	Delivery of a report on complaints submitted to the concessionaire by its users	3 561.9	0

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UC-01-011	Submission of a notice of allocation of service centres to groups of local service centres	3 561.9	0
UC-01-012	Submission of local service reports	3 561.9	0
UC-01-013	Submission of information on international long distance operators	3 561.9	0
UC-01-014	Application to authorise model contracts for long distance operators to be executed with their users	3 561.9	0
UC-01-015	Submission of information related to local service centres	3 561.9	0
UC-01-016	Delivery of a report with information on local exchanges	3 561.9	0
UC-01-017	Submission of the report on the installation of one or more long distance exchanges	3 561.9	0
UC-01-018	Delivery of accounting information reports by service, region, function and network components	3 561.9	0
UC-01-019	Submission of information related to local service lines	3 561.9	0
UC-01-020	Submission of technical, legal, programmatic and economic information by concessionaires (commercial, public and social use, including communitarian and indigenous) of broadcasting stations	3 561.9	0
UC-01-021	Annual presentation of information regarding the source and destination of the income of the concessionaires of social use that provide the broadcasting service	3 561.9	0
UC-01-022	Submission of waiver of permit or concession	3 561.9	0
UC-01-023	Annual payment for the use of radio-electric spectrum frequencies	3 561.9	Variable
UC-02-001	Application for attention to complaints of harmful interference	3 561.9	0

Note 1: The average cost per tourist lodged includes all expenses incurred by a person for his travel and stay in Mexico City.

Note 2: The financial cost reported in this work was consulted on August 29, 2017.

Source: Adapted from Gobierno de la Ciudad de México (2016), *Actividad Turística de la Ciudad de México: Indicadores 2007-2016*, http://www.turismo.cdmx.gob.mx/storage/app/media/Estadisticas/Estadisticas%202016/Indicadores_ENE_DIC_2007-2016.pdf and of www.ift.org.mx, last access on July 3, 2017.

Annex Table 3.A.6. **Cost of transportation to Mexico City and direct financial cost (payment of fees) of the Media and Audio-visual Content Unit procedures**

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UMCA-01-001	Notice of application to block programming content	3 561.9	0
UMCA-01-002	Application on the availability of broadcast signals made by Federal Public Institutions for their retransmission	3 561.9	0
UMCA-01-003	Application for the resolution of procedures arising from disagreements on the subject of content retransmission	3 561.9	0
UMCA-02-001	Application of allocation of an available Virtual Channel other than the one assigned	3 561.9	0
UMCA-02-002	Application of authorisation of early use of Virtual Channels	3 561.9	0
UMCA-02-003	Report on dissemination actions related to the commencement of use of the Allocated Virtual Channel	3 561.9	0

Note 1: The average cost per tourist lodged includes all expenses incurred by a person for his travel and stay in Mexico City.

Note 2: The financial cost reported in this work was consulted on August 29, 2017.

Source: Adapted from Gobierno de la Ciudad de México (2016), *Actividad Turística de la Ciudad de México: Indicadores 2007-2016*, http://www.turismo.cdmx.gob.mx/storage/app/media/Estadisticas/Estadisticas%202016/Indicadores_ENE_DIC_2007-2016.pdf and of www.ift.org.mx, last access on July 3, 2017.

Annex Table 3.A.7. **Cost of transportation to Mexico City and direct financial cost (payment of fees) of the Regulatory Policy Unit Procedures**

Procedure code	Procedure name	Cost of transportation to CDMX (MXN)	Financial cost (payment of fees) MXN
UPR-01-001	Application for access to the Electronic System for Interconnection Applications	3 561.9	0
UPR-01-002	Application for a resolution of interconnection disagreements	3 561.9	0
UPR-01-003	Application for a resolution of disagreements from the visiting user wholesale service	3 561.9	0
UPR-01-004	Application for a resolution on the terms and conditions not agreed upon for the commercialisation and resale of mobile telecommunication services by Mobile Virtual Operators	3 561.9	0
UPR-01-005	Application for a resolution on the terms and conditions not agreed upon regarding the wholesale dedicated link lease service	3 561.9	0
UPR-02-001	Application for a resolution of infrastructure sharing disagreements	3 561.9	0

Note 1: The average cost per tourist lodged includes all expenses incurred by a person for his travel and stay in Mexico City.

Note 2: The financial cost reported in this work was consulted on August 29, 2017.

Source: Adapted from Gobierno de la Ciudad de México (2016), *Actividad Turística de la Ciudad de México: Indicadores 2007-2016*, http://www.turismo.cdmx.gob.mx/storage/app/media/Estadisticas/Estadisticas%202016/Indicadores_ENE_DIC_2007-2016.pdf and of www.ift.org.mx, last access on July 3, 2017.

Qualitative evaluation of the Federal Institute of Telecommunications (IFT) procedures

As part of the collection of information on the nature of the IFT procedures and their internal management process, several areas of opportunity to improve them were identified. This chapter describes and evaluates the results obtained. The evaluation serves as input to estimate the savings in administrative burdens; it is also essential to generate the recommendations on administrative simplification included in the next chapter.

This chapter aims to evaluate in general terms how procedures are managed at the IFT. The evaluation results are used to estimate the potential savings in administrative burdens shown in the following chapter, as well as to put forward the policy recommendations included in Chapter 6.

The results arise from information gathered at the meetings held with officials responsible for IFT procedures. In them, the officials described the process involved in each one of the 156 procedures and their modalities within the IFT. Although this report does not pretend to map the processes, it does aim to identify structural areas of opportunity that may be changed implementing simplification and digitisation processes, seeking to improve the users' experience. At the meetings, the officials thoroughly explained how they use the requirements set out in the regulation from which the procedure grew out, and mentioned when they need more information than what the regulation allows them to request.

When analysing the information collected, administrative simplification strategies were detected, which, if implemented, will help the IFT increase its administrative processes' efficiency and will contribute to reduce the administrative burdens faced by enterprises and citizens. The findings are distributed among the following categories:

- Responsibility for procedures and information.
- Formalisation of internal processes.
- Formalisation, increase and decrease of requirements.
- Implementation of ITC and interoperability.
- Implementation of online payments.
- Digitisation of procedures and information obligations.

4.1. Responsibility for procedures and information

In many cases, once the user submits the requirements to complete a procedure at the IFT, the management of such procedure within the Institute follows a flow involving several administrative areas with different responsibility levels. The fragmentation of responsibilities can be a barrier to the procedure's simplification or improvement, since there is no administrative unit with the capacity to evaluate from an integral perspective.

A clear illustration of this situation is evident at the Compliance Unit, which manages several procedures but lacks the capacity to define if the requested information is adequate, pertinent or even if it will be useful within the IFT. This is so because in such cases the Compliance Unit must only register the submission of the information. Later on, this information is sent to other areas, such as the Radio-electric Spectrum Unit, to continue managing the procedure. The Radio-electric Spectrum Unit does perform a technical evaluation of the information, but is not responsible for the procedure's administrative issues. Thus, the unit that has the power to evaluate the information is not responsible for the procedures, and the unit who is in fact responsible for them does not have the power to decide on its quality.

Therefore, it is important to have IFT officials directly responsible of understanding and evaluating the information's relevance, since officials interviewed by the OECD recurrently mentioned that they do not know how is the delivered information used and which is its destination.

4.2. Formalisation of internal processes

The interviews with IFT officials showed that most procedures are not based on processes formally set out in an operation manual or an internal directive. That is, they are completed based on the officials' experience and knowledge, but without keeping historical records of the processes. Therefore, it is necessary to formalise the internal processes, especially considering that personnel turnover in organisations is such a common issue.

Particularly, the OECD team found that the completion of a large number of procedures requires the intervention of more than one area. Generally speaking, the unit that receives the application asks for an opinion regarding the requirement of at least an additional area, whether within the IFT (for example, the Radio-electric Spectrum Unit) or an external entity (such as the Communications and Transportation Ministry (*Secretaría de Comunicaciones y Transportes*, SCT) or the Ministry of Finance (*Secretaría de Hacienda y Crédito Público*, SHCP). In many cases, this coordination is not formalised in a legally valid instrument. Therefore, there are no criteria regarding the cases that need neither such an opinion, nor a deadline when the area whose opinion has been requested must answer.

Frequently, the lack of formalisation of internal processes delays the procedure resolution and, therefore, increases the time it takes to respond to the applicant.

4.3. Formalisation, increase and decrease of requirements

The most frequent recommendation regarding administrative simplification is to decrease procedure requirements. According to OECD finding, some IFT procedures allow reducing requirements that are not necessary to perform the analysis or to complete the procedure. Besides, sometimes the IFT has to modify the regulatory framework to include requirements demanded in practice, since they are essential to evaluate the information correctly.

For procedures UCS-02-009 and UCS-03-008, the law does not consider a document with additional information on competition that officials require to perform a relevant analysis. Currently, once the requirements ordered by law for the procedure are submitted, the officials in charge of deciding on the application are forced to ask the applicants for additional information that sometimes is necessary for areas that issue an opinion to perform their analysis. This situation increases the time it takes to decide on the application, since regulated entities have 10 days to provide this additional information. Even though the request for additional information does not affect the maximum time the IFT has to decide on each procedure, it does have an impact on the average time the decision takes. The time generated by this extraordinary application depends on the specific situation.

Thus, it is inescapable to modify the regulation related to the procedures that, according to the review, need to have more or less requirements. Nevertheless, it is convenient to evaluate

which is the best format to submit this information, in order to generate the lowest administrative burdens for the companies involved.

4.4. Implementation of ITC and interoperability

Sharing the information will have to be a priority on the matter of administrative simplification within the IFT. In many occasions, the Institute regulated bodies are forced to submit the same information when applying for different procedures. It is convenient to deliver it only once and the IFT is responsible for safeguarding it and offering controlled access to the officials that require it. However, several IFT officials said that sometimes it is easier to ask the regulated bodies for the information again than to request it to other IFT areas that may have it. Thus, it is important that the IFT implements an information system through which its officials have access to information on the user they justifiably need and avoid duplicated submission.

A significant part of the information is provided in paper, and this complicates its handling and distribution. To facilitate its analysis, it is essential to file and save the information electronically. This will unburden human resources who currently devote their time to register the entry of information and to distribute it upon request of the areas that make use of it.

When implementing information and communication technologies (ICTs), all areas should have access to a single file per concession. It is worth noting that some information might be confidential and it is convenient to set up provisions regarding who can review or modify specific information.

4.5. Implementation of online payments

During the interviews with IFT officials, a frequently addressed issue was the disappointment of the users with the way procedures, charges, fines and other similar headings are paid for.

Currently, applicants must: i) visit the IFT registry office (*Oficialía de Partes*) to pick up a payment format, ii) visit a bank branch to make the payment and iii) deliver the payment voucher, along with the application so that it can be registered. This procedure is similar to the one used to pay charges and fines. Indeed, for some procedures it is necessary to ask for the estimation of the benefit through a procedure before the IFT. This is an additional administrative burden, since it is cumbersome to the IFT offices to make the payment, especially for some companies that make many payments and that are located outside Mexico City.

Therefore, it is convenient to develop an electronic system that not only calculates the amounts of the fees and charges, but that includes the option of making payments online so that users do not have to go to the IFT offices or to the bank. Also, this would accelerate payments and would allow the human resources currently devoted to estimate them and verify their inflow could concentrate on more productive activities.

4.6. Digitisation of procedures and information obligations

One of the strongest areas of opportunity detected in the analysis is the need to put in place digital procedures. This would benefit the users, since it would reduce their administrative burdens. In parallel, it would release the IFT human resources currently devoted to digitise files,

register information in databases and processing information requests from other areas. The key unit to start this improvement is the Compliance Unit, since it has information that is not necessarily disseminated within the IFT in general terms. Likewise, having reliable and timely information on the compliance of obligations will increase the effectiveness of regulated subjects for the IFT.

Digitisation is also recommended because it avoids duplication of information requests to regulated subjects and because it maximises the information already in the hands of the IFT. Also, digitisation enables the generation of files by company, where information about it could be registered and thus request only information new to the Institute.

4.7. References

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Potential savings in administrative burdens at the Federal Institute of Telecommunications

This chapter presents the potential savings in administrative burdens that would be achieved by simplifying and digitising the IFT 156 procedures. It includes an estimate of global savings, savings per administrative unit and savings for procedures that represent 80% of the total burdens of the IFT, and processes related to a specific activity, such as the granting of a commercial concession. Also described are the potential savings for each administrative unit procedure.

This chapter describes the estimated savings in administrative burdens corresponding to the analysed procedures. These savings would be obtained by implementing crosscutting simplification measures, including the digitalisation of procedures and the establishment of shared information repositories across the IFT areas. It is worth mentioning that many IFT procedures have an important level of simplicity, so digitising them could be relatively simple. Several IFT procedures imply similar requirements, so, when digitising one, another one would practically be digitised (an example is shown in Table 2.A.8).

5.1. Total potential savings

With the simplification measures described in the following sections, the potential savings in IFT administrative burdens could reach MXN 32,791,384, or 16% of the total burden, estimated at MXN 203,298,512. The reduced administrative burdens of the IFT would be MXN 170,507,128 (see Figure 5.1).

Figure 5.1. **Potential savings in IFT total administrative burdens**

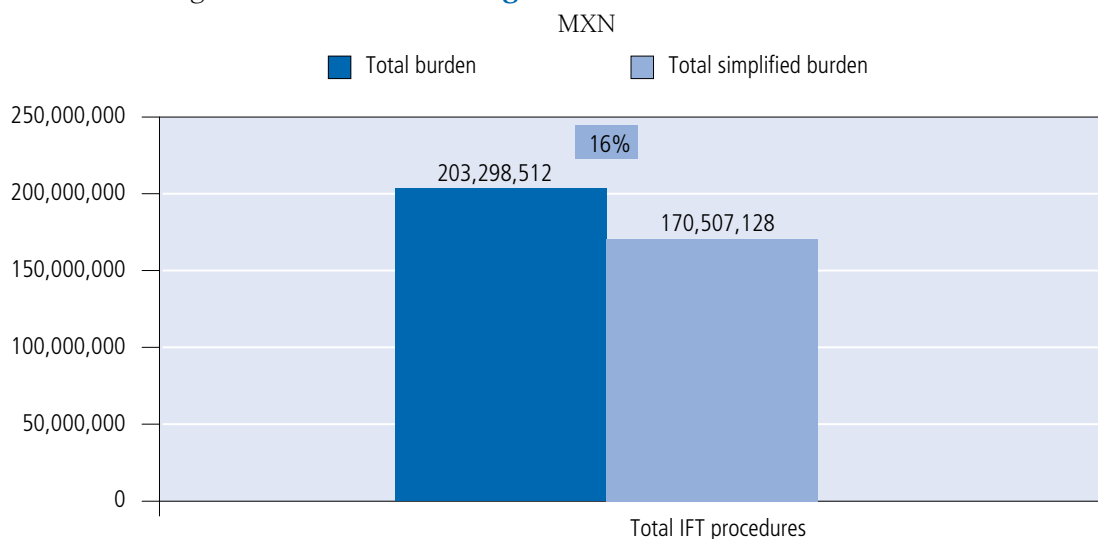
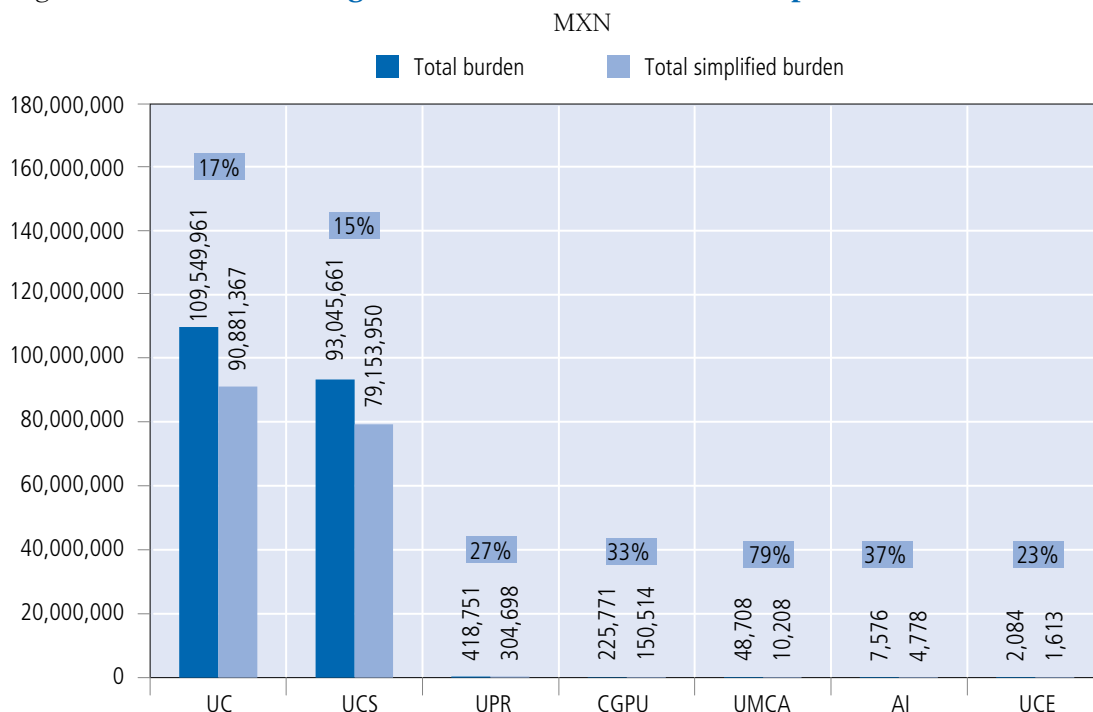


Figure 5.2 shows the potential savings in administrative burdens per each IFT administrative unit. It should be noted that the potential savings in the Compliance Unit is 17% and that this is the unit with the greatest relative weight in the total load. In relative terms, the greatest savings in total burdens would occur in the Media and Audio-visual Content Unit (79%), while the lowest would occur in the Compliance Unit (15%).

Figure 5.2. **Potential savings in IFT administrative burdens per administrative area**

Savings were estimated based on a regulatory improvement strategy in two stages: the first one (prior to digitalisation) is the administrative simplification, which focuses on reducing requirements and reengineering the process. On the other hand, the second stage (the procedure digitalisation) refers to the operation by electronic means. Importantly, administrative simplification optimises the process, so when a procedure is digitalised, benefits are obtained because the procedure will be more efficient and ICT will be used. A simplification prior to digitisation should not be performed, this would mean assigning an inefficient procedure a technical nature.

It is also pertinent to consider that savings are based on the time the citizen or the employer devotes to carry out the procedure, and are not directly based on the cost. For example, if a citizen or employer waited three hours in public offices to perform a procedure, if a digitisation strategy should be implemented, he/she could save 90% of that time and would only spend 18 minutes waiting. The specific percentage of savings in each standard activity and for each procedure is the result of the proportional decrease of new and existing requirements in the new formats that would be implemented as a result of the simplification and digitisation. The elimination of requirements starts from the possible duplication of information, once a crosscutting repository has been created for all procedures or unnecessary data have been identified to evaluate the procedure.

The decrease or savings in time for each activity can have a similar impact on several procedures. This is, as already mentioned, because some groups were identified as similar. In addition, when simplifying, it is possible to reduce some activities in a similar share; for example, when setting up an electronic system, the transportation to the offices cost would be reduced by a similar percentage in several instances.

Savings shown in Figure 5.1 and Figure 5.2 arise from simulating the decrease in administrative burdens for each of the 156 procedures of the IFT. Once the time decrease was estimated and deducted in each standard activity and for each procedure, the total time reduced by wages was multiplied. Table 5.1 contains examples of the percentage of decrease in time that can be expected in each activity (and procedure) as a result of simplification and digitisation.¹

Table 5.1. **Expected decrease in standard activities times for selected IFT procedures, as a result of simplification and digitisation**

Code	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UC-01-010	10%	0%	10%	10%	10%	0%	20%	70%	0%	80%	80%
UCE-01-001	10%	10%	0%	0%	50%	0%	20%	70%	0%	80%	80%
UCS-04-052	20%	20%	0%	0%	10%	0%	20%	70%	0%	80%	80%
UPR-01-002	20%	0%	10%	10%	70%	0%	50%	70%	0%	80%	80%
UMCA-02-002*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
AI-01-001	25%	0%	0%	0%	50%	0%	20%	100%	0%	100%	100%

* Eliminated procedures, thus assuming 100% savings.

The following sections specify the potential savings per procedure, grouped by administrative unit. The following chapter describes the plan for the implementation of actions required to achieve said savings.

5.2. Potential savings per administrative unit

5.2.1. Investigating Authority

The total simplified administrative burden for the Investigating Authority would amount to MXN 4,778. Most of the potential savings relate to the procedure *Complaint filed for the probable commission of a relative monopolistic practice in the telecommunications and broadcasting sectors* (AI-01-002), which represents 89% of total savings. As shown in Table 5.2, the procedures *Complaint filed for the probable commission of an absolute monopolistic practice in the telecommunications and broadcasting sectors* (AI-01-001) and *Complaint filed for unlawful concentration in the*

¹ Annex 5.A includes the percentage of time that is expected to be reduced in each standard activity and for the 156 IFT procedures.

telecommunications and broadcasting sectors (AI-01-003) have an administrative burden of zero, since they were not carried out in 2016.

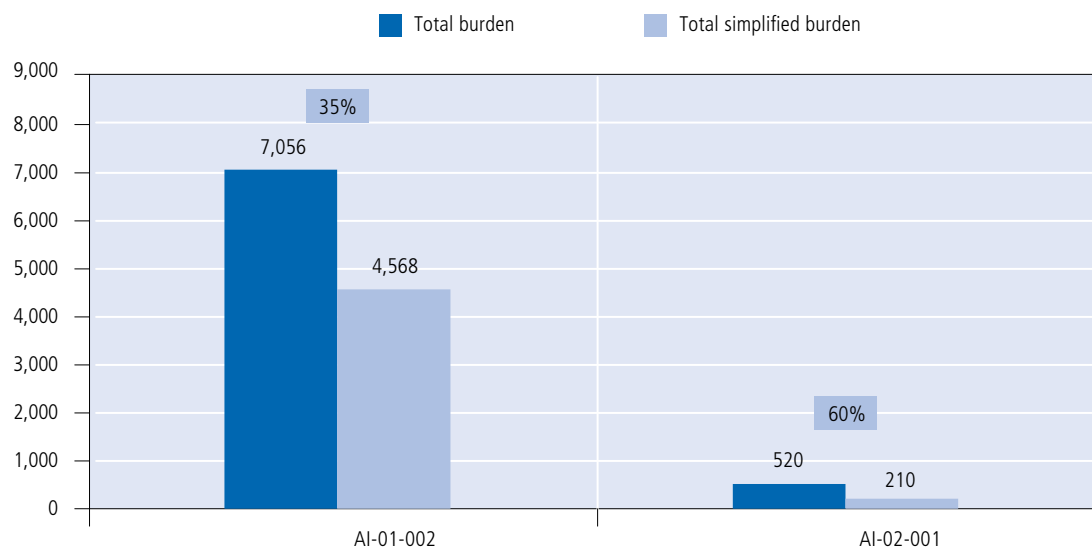
Table 5.2. **Potential savings in the administrative burden of the IFT Investigating Authority procedures**

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
AI-01-001	Complaint filed for the probable commission of an absolute monopolistic practice in the telecommunications and broadcasting sectors	0	0	0	0%
AI-01-002	Complaint filed for the probable commission of a relative monopolistic practice in the telecommunications and broadcasting sectors	7 056	4 568	2 488	35%
AI-01-003	Complaint filed for unlawful concentration in the telecommunications and broadcasting sectors	0	0	0	0%
AI-02-001	Request for a declaration on conditions of effective competition or substantial power in the telecommunications and broadcasting sectors	520	210	310	60%
Total		7 576	4 778	2 798	37%

As shown in Figure 5.3, procedure AI-02-001 represents a potential savings of 60%, decreasing from MXN 520 to MXN 210 after the digitisation of requirements such as contact data and personality accreditation. Regarding procedure AI-01-002, which has a potential savings of 35%, its simplification is not so immediate because it involves requirements such as a written complaint. Chapter 6 addresses the corresponding implementation plan.

Figure 5.3 shows the total administrative burdens before and after the administrative improvement process.

Figure 5.3. **Potential savings in the administrative burden of the IFT**
Investigating Authority procedures
 MXN



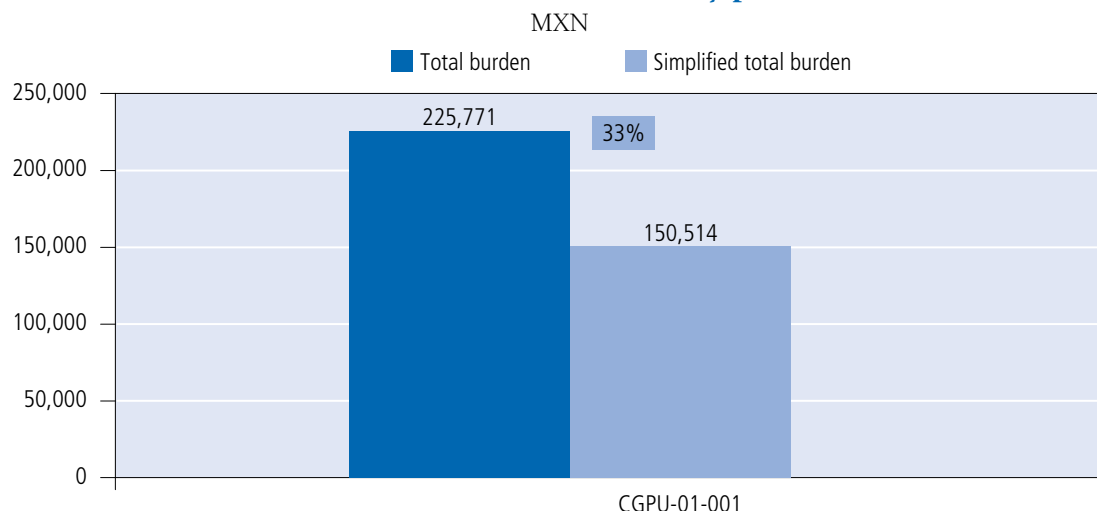
5.2.2. General Coordination of User Policy

The General Coordination of User Policy has only one single estimated procedure: the *Filing of nonconformities related to the provision of telecommunications services* (CGPU-01-001). This procedure has the lowest unit cost of the analysed inventory and was performed 10,751 times in 2016, generating a total administrative burden of MXN 225,771. The potential savings generated by the simplification strategy account for 33% of the total administrative burdens (see Table 5.3 and Figure 5.4).

Table 5.3. **Potential savings in the administrative burden of the IFT**
General Coordination of User Policy procedures

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
CGPU-01-001	Filing of nonconformities related to the provision of telecommunications services	225 771	150 514	75 257	33%
Total		225 771	150 514	75 257	33%

Figure 5.4. **Potential savings in the administrative burden of the IFT General Coordination of User Policy procedures**



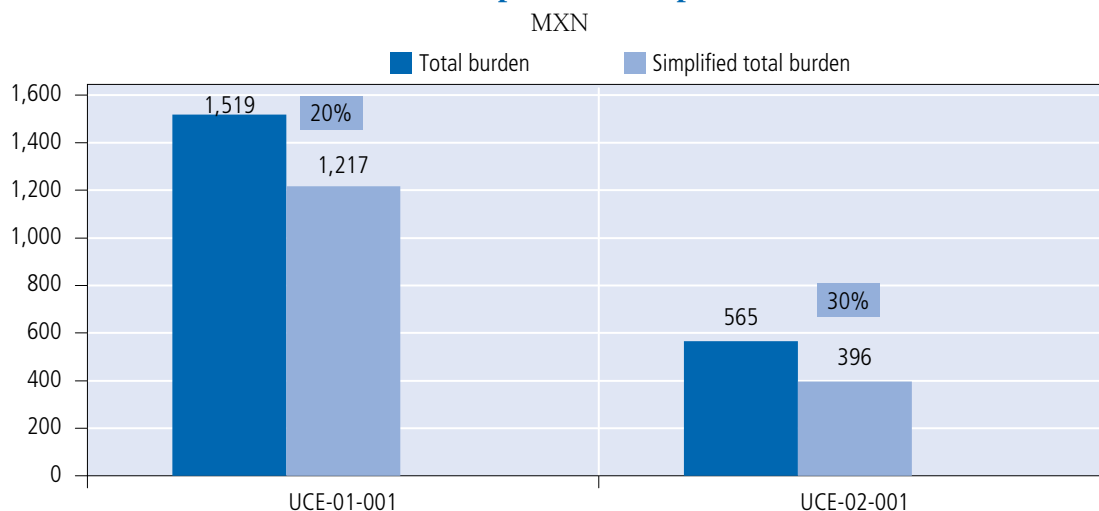
5.2.3. Economic Competition Unit

The procedure with the greatest impact in the Economic Competition Unit is the *Notification of concentration* (UCE-01-001), whose potential savings in burdens would represent 64% of total savings (see Table 5.4). The complexity of the information requested by the Economic Competition Unit makes it difficult to reduce requirements and to digitise the data, so savings (in percentage terms) in this administrative area are lower than in other areas (for example, the Investigating Authority). As shown in Figure 5.5, savings for procedures UCE-01-001 and UCE-02-001 are 20% and 30%, respectively.

Table 5.4. **Potential savings in the administrative burden of the IFT Economic Competition Unit procedures**

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCE-01-001	Notification of concentration	1 519	1 217	302	20%
UCE-01-002	Notification of simplified concentration	0	0	0	0%
UCE-02-001	Request for general guidance on free competition and economic competition	565	396	169	30%
UCE-02-002	Request for formal opinion on matters of free competition and economic competition	0	0	0	0%
Total		2 084	1 613	471	23%

Figure 5.5. **Potential savings in the administrative burden of the IFT Economic Competition Unit procedures**



5.2.4. Concessions and Services Unit

The Concessions and Services Unit is the administrative area with the highest number of procedures calculated (111), which is why it is particularly relevant to the process of improving IFT procedures. These procedures have a total administrative burden of MXN 93,045,661 or 46% of the total burden of the IFT (see Table 5.5.) It is important to note that, in terms of the total administrative burden, a procedure has a burden of zero if it was not carried out during the analysed period. With regard to the Concessions and Services Unit, 30 procedures were not performed in 2016. It is convenient to implement a simplification strategy similar to the one mentioned in other units, including the elimination of procedures and the simplification and digitisation of processes; this would yield savings of MXN 13,891,711 for the unit. See the corresponding implementation plan in Chapter 6.

Table 5.5. **Potential savings in the administrative burden of the IFT Concessions and Services Unit procedures**

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-01-001	Submission of the stock ownership or partnership structure of concessionaires in the telecommunications and broadcasting sectors	3 593 474	2 817 192	776 282	22%
UCS-01-002	Application to Register an Agreement in the Public Concessions Registry	3 546 136	2 564 665	981 471	28%
UCS-01-003	Notice of termination or rescission of international interconnection agreements	0	0	0	0%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-01-004	Application to register an assignment of concession, permits and authorisation rights before the Public Registry of Concessions	9 570	6 171	3 399	36%
UCS-01-005	Application to register public telecommunication services fees in the Public Registry of Concessions through the Electronic System for Registration of Tariffs	10 777 800	7 760 016	3 017 784	28%
UCS-01-006	Application for access to the Electronic Registration System of Tariffs of the Public Registry of Concessions	872 256	0	872 256	100%
UCS-01-007	Application for registration of public telecommunications services and / or additional coverage when the concession titles, permits or authorizations foresee the submission of the start of service provision in the Public Registry of Concessions	99 480	34 880	64 600	65%
UCS-01-008	Application for registration of advertising services and spaces fees for broadcasting concessionaires in the Public Registry of Concessions	603 780	0	603 780	100%
UCS-01-009	Application for registration of taxes levied on concessions in the Public Registry of Concessions	9 558	7 510	2 048	21%
UCS-01-010	Application for biannual registration to the Public Registry of Concessions of information related to the facilities that serve as Interconnection Points by the concessionaries of public telecommunications networks	297 990	0	297 990	100%
UCS-02-001	Application for the concession of orbital resources and, if applicable, a single telecommunications concession	0	0	0	0%
UCS-02-002	Application for a single concession for community social and indigenous social use of telecommunications	0	0	0	0%
UCS-02-003	Application for the concession of radio-electric frequency spectrum bands and, if applicable, a single telecommunications concession	548 072	513 884	34 188	6%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-02-004	Application to extend the concession of radio-electric frequency spectrum bands; of orbital resources or of a single concession for public or social telecommunications use	0	0	0	0%
UCS-02-005	Application for the concession of orbital resources by stakeholders and, if applicable, a single concession, for public or social telecommunications use	0	0	0	0%
UCS-02-006	Application to extend a single concession for commercial use	3 140	1 285	1 855	59%
UCS-02-007	Application for a single concession for commercial use	919 978	862 591	57 387	6%
UCS-02-008	Application for transition or consolidation of an exclusive commercial use concession	18 212	0	18 212	100%
UCS-02-009	Application to extend the concession of radio-electric spectrum frequency bands or orbital resources for commercial use	124 860	63 552	61 308	49%
UCS-02-010	Application to approve the lease of radio-electric spectrum frequency bands	0	0	0	0%
UCS-02-011	Application to authorise the sublease of radio-electric spectrum frequency bands	0	0	0	0%
UCS-02-012	Application to authorise the modification of the lease or sublease contract of radio-electric spectrum frequency bands	0	0	0	0%
UCS-02-013	Notification to rescind the lease or sublease contract of radio-electric spectrum frequency bands	0	0	0	0%
UCS-02-014	Notification to terminate the lease or sublease contract of radio-electric spectrum frequency bands	0	0	0	0%
UCS-02-015	Notification to modify the rent or price included in the lease or sublease contract of radio-electric spectrum frequency bands	0	0	0	0%
UCS-02-016	Application for a concession of radio-electric spectrum for private use with the purpose of experimentation, technical and economic feasibility verification of developing technologies or temporary equipment tests	97 870	91 765	6 105	6%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-02-017	Application for a concession of radio-electric spectrum for private use for amateur broadcasting purposes	46 720	45 990	730	2%
UCS-03-001	Application to authorise subscription or sale of stock or capital partnership participation of the concessionaires	12 177	8 613	3 564	29%
UCS-03-002	Submission of notification of subscription or sale of concessionaires' stock or capital partnership in case of corporate fusion, splitting or re-engineering	4 554	2 727	1 827	40%
UCS-03-003	Submission of notification of changes in social bylaws with regard to Article 112 of the Federal Law of Telecommunications and Broadcasting (Ley Federal de Telecomunicaciones y Radiodifusión)	5 566	3 674	1 892	34%
UCS-03-004	Application to exempt from transmitting at least one programming channel in high definition (HDTV)	0	0	0	0%
UCS-03-005	Application for authorisation to access concessionaires' multiprogramming on the subject of broadcasting	29 998	17 596	12 402	41%
UCS-03-006	Application for authorisation to approve legal representatives for concessionaries and/or permit-holders on the matter of telecommunications and broadcasting	134 398	95 062	39 336	29%
UCS-03-007	Application to modify the social bylaws of concessionaire companies on the matter of telecommunications and broadcasting	9 471	6 699	2 772	29%
UCS-03-008	Application to approve partial or total assignment of the rights and obligations established in the concessions	239 315	121 808	117 507	49%
UCS-03-009	Application for a concession of radio-electric spectrum frequency bands as well as, if applicable, of an exclusive concession, both to provide public broadcasting services	2 595 920	2 168 792	427 128	16%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-03-010	Application to extend the concession to use, benefit and exploit radio-electric spectrum frequency bands to provide broadcasting services for commercial use	41 448	16 962	24 486	59%
UCS-03-011	Application to extend the concession to use and benefit from radio-electric spectrum frequency bands to provide broadcasting services for public or social use	1 788	1 028	760	43%
UCS-03-012	Notification of temporary suspension of broadcasting service transmission due to maintenance work or replacement of facilities and equipment for the broadcasting station	6 578	4 342	2 236	34%
UCS-03-013	Application to extend an exclusive concession for broadcasting service for public or social use	0	0	0	0%
UCS-03-014	Notification of temporary suspension of transmissions of the broadcasting service by fortuitous event or cause of force majeure and normalisation of the service	326 876	215 764	111 112	34%
UCS-03-015	Application to extend an exclusive concession for commercial use of broadcasting	0	0	0	0%
UCS-03-016	Application for total or partial interruption of transmissions of broadcasting services by fortuitous event or cause of force majeure	0	0	0	0%
UCS-03-017	Application to perform technical modifications of FM radio stations: change of height of structural support	0	0	0	0%
UCS-03-018	Application to change the location/installation of the main studios and/or auxiliary studios of AM/FM radio stations	716 544	613 776	102 768	14%
UCS-03-019	Application for approval of an additional channel to perform simultaneous digital transmissions to the analogous channel	906 941	0	906 941	100%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-03-020	Application to authorise the use of supplementary shade zone equipment to provide the digital terrestrial television service co-channel and/or transmission channel other than that used for digital transmissions	9 124 937	8 485 023	639 914	7%
UCS-03-021	Application to change the location/installation of the main studios and/or auxiliary studios of television stations	29 856	25 574	4 282	14%
UCS-03-022	Application to perform technical modifications of FM radio stations: Change of antenna and transmission facility location	425 707	395 853	29 854	7%
UCS-03-023	Application to perform technical modifications of FM radio stations: Change of electrical centre height	37 018	34 422	2 596	7%
UCS-03-024	Application to perform technical modifications of FM radio stations: Power change	0	0	0	0%
UCS-03-025	Application to perform technical modifications of FM radio stations: Change of antenna directionality of FM stations	0	0	0	0%
UCS-03-026	Application to change the location/installation of the main studios and/or auxiliary studios of radio and television stations	746 400	639 350	107 050	14%
UCS-03-027	Application to change the main, emergent and auxiliary transmission equipment for radio and/or television stations	1 164 384	997 386	166 998	14%
UCS-03-028	Application to perform technical modifications of AM radio stations: Change of height of antenna and/or radials	0	0	0	0%
UCS-03-029	Application to perform technical modifications of AM radio stations: Change of antenna and transmission facility location	111 054	103 266	7 788	7%
UCS-03-030	Application to perform technical modifications of AM radio stations: Change of antenna directionality	0	0	0	0%
UCS-03-031	Application to perform technical modifications of AM radio stations: Power change	203 599	189 321	14 278	7%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-04-001	Application to approve the formalisation of international interconnection agreements	28 392	21 972	6 420	23%
UCS-04-002	Application for revalidation of the certificate of competence to install and operate civil radio-electric stations	27 600	10 080	17 520	63%
UCS-04-003	Application for issuing a certificate of competence to install and operate civil radio-electric stations	5 838	3 479	2 359	40%
UCS-04-004	Application for a Ship Station Permit	175 351	77 957	97 394	56%
UCS-04-005	Application to exploit the rights of emission and reception of signals and frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	3 768	1 542	2 226	59%
UCS-04-006	Application to approve modifications for relocation, additions or replacement of satellites operating with technical features different from those authorised	3 768	1 542	2 226	59%
UCS-04-007	Authorisation to integrate new transmitting earth stations into the network whose technical features vary from those originally authorised	628	257	371	59%
UCS-04-008	Application to approve the installation of cross-border links for International Private Traffic that do not involve the use of the radio-electric spectrum	3 766	2 510	1 256	33%
UCS-04-009	Application to authorise the installation of cross-border links for International Private Traffic that involve the use of the radio-electric spectrum	20 713	13 805	6 908	33%
UCS-04-010	Application to authorise the installation of cross-border links for International Public Traffic that do not involve the use of the radio-electric spectrum	3 766	2 510	1 256	33%
UCS-04-011	Application for modification of the technical features and operation of earth stations to transmit satellite signals originally authorised	3 768	1 542	2 226	59%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-04-012	Notification of modification to integrate new earth stations into the network to transmit satellite signals whose technical features do not vary from those originally authorised	525	438	87	17%
UCS-04-013	Application to approve the operation of a plant as an International Port	3 166	2 799	367	12%
UCS-04-014	Application for authorisation of the installation, operation or exploitation of earth stations to transmit satellite signals	4 396	1 799	2 597	59%
UCS-04-015	Notification to remove, replace or, if applicable, relocate authorised satellites that does not imply modifying the approved technical features	0	0	0	0%
UCS-04-016	Application to extend the Authorisation validity to install, operate or exploit earth stations to transmit satellite signals	0	0	0	0%
UCS-04-017	Application to transfer the rights and obligations established in the Authorisation titles to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems	451	319	132	29%
UCS-04-018	Application for the registration of legal representatives in addition to those previously submitted in the Authorisation to install, operate or exploit earth stations to transmit satellite signals	451	319	132	29%
UCS-04-019	Application to extend the initiation of operations of the Authorisation to exploit the rights of emission and reception of signals from frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	1 804	1 276	528	29%
UCS-04-020	Application to transfer the rights and obligations established in the Authorisation titles to install, operate or exploit earth stations to transmit satellite signals	0	0	0	0%

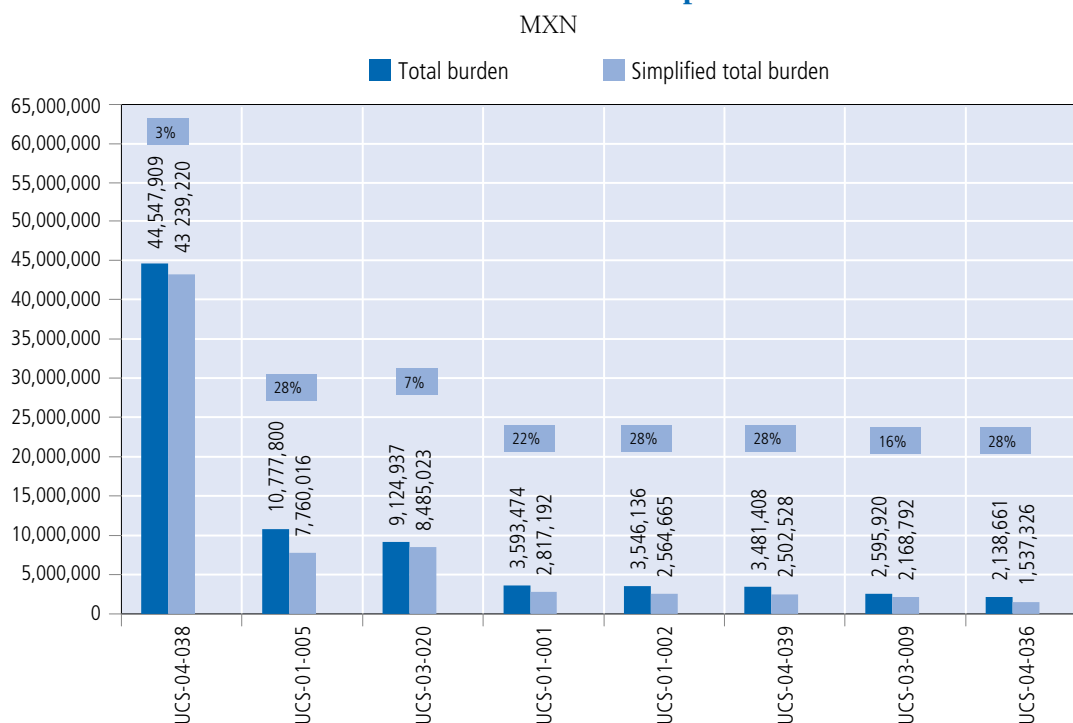
Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-04-021	Application for the registration of legal representatives in addition to those previously registered in the Authorisation to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems	902	638	264	29%
UCS-04-022	Application to extend the initiation of operations established on the title of authorisation to install, operate or exploit earth stations to transmit satellite signals	0	0	0	0%
UCS-04-023	Application to extend the validity period of the Authorisation to exploit the rights of emission and reception of signals of frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	1 256	514	742	59%
UCS-04-024	Application for an Aircraft Station Permit	779 264	460 800	318 464	41%
UCS-04-025	Application to approve the installation of cross-border links for International Public Traffic involving the use of the radio-electric spectrum	0	0	0	0%
UCS-04-026	Application to authorise establishing and operating or exploiting a telecommunications services provider	292 182	121 902	170 280	58%
UCS-04-027	Application to extend the validity of an Authorisation to establish and operate or exploit a telecommunications services provider	0	0	0	0%
UCS-04-028	Application to certify a legal representative after those previously designated in the Authorisation to establish and operate or exploit a telecommunications services provider	2 706	1 914	792	29%
UCS-04-029	Application to approve the modification of social bylaws in the Authorisations to establish and operate or exploit the commercialisation of telecommunications services	451	0	451	100%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-04-030	Notification of the commercialisation of public telecommunications services other than those originally authorised, or services associated with its Authorisation to commercialise telecommunications services	1 012	700	312	31%
UCS-04-031	Application for change of ownership by transfer of rights of the Authorisation to establish and operate or exploit a telecommunications services trading firm	13 281	5 541	7 740	58%
UCS-04-032	Application to approve the extension of deadlines for compliance with obligations included in the authorisation to establish and operate or exploit a telecommunications services trading firm	16 236	11 484	4 752	29%
UCS-04-033	Application for approval of authorised parties contracts to establish and operate or exploit a telecommunication service trading firm intended to be signed with users	43 260	33 880	9 380	22%
UCS-04-034	Application to certify a legal representative after those previously designated in permits to establish, operate or exploit a telecommunications service trading firm	2 706	1 914	792	29%
UCS-04-035	Application to approve technical modifications in the Authorisations to establish and operate or exploit a telecommunications services trading firm	0	0	0	0%
UCS-04-036	Application for a Definitive Certificate of Homologation with Background	2 138 661	1 537 326	601 335	28%
UCS-04-037	Application for an Extension of a Certificate of Homologation	1 059 310	761 460	297 850	28%
UCS-04-038	Application for a Definitive Certificate of Homologation of a team previously certified by a Certification Agency (PEC)	44 547 909	43 239 220	1 308 689	3%
UCS-04-039	Application for a Provisional Homologation Certificate	3 481 408	2 502 528	978 880	28%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UCS-04-040	Application for the renewal of a temporary homologation certificate	1 193 871	858 186	335 685	28%
UCS-04-041	Application to assign home and destination Long Distance Operator Identification codes (ABC/BCD)	16 750	0	16 750	100%
UCS-04-042	Application to authorise redistribution	40 200	33 144	7 056	18%
UCS-04-043	Application to approve the assignment of geographic and non-geographic numbering rights	16 750	13 810	2 940	18%
UCS-04-044	Application for Assignment of Administrative Identification Codes	33 500	27 620	5 880	18%
UCS-04-045	Application for Assignment of Local Origin and Destination Network Identification Codes (IDO/IDD)	20 100	16 572	3 528	18%
UCS-04-046	Application to authorise the Special Service Code (CSE)	870	561	309	36%
UCS-04-047	Application for allocation of specific non-geographic numbering	221 100	182 292	38 808	18%
UCS-04-048	Application for allocation of geographic numbering	384 408	276 507	107 901	28%
UCS-04-049	Application for centralised allocation of non-geographic numbering	2 248	1 617	631	28%
UCS-04-050	Application to assign International Signalling Point Codes (ISPC)	0	0	0	0%
UCS-04-051	Application to assign National Signalling Point Codes (NSPC)	0	0	0	0%
UCS-04-052	Application to assign the Mobile Network Code for Virtual Mobile Operators	3 744	3 135	609	16%
UCS-04-053	Application to assign International Mobile Subscriber Identity (IMSI)	0	0	0	0%
Total		93 045 661	79 153 950	13 891 711	15%

Figure 5.6 reflects the eight procedures with the highest simplified administrative burden of the Concessions and Services Unit. As in the Compliance Unit, a procedure that represents most of the total simplified burden of the area stands out: *Application for a Definitive Certificate of Homologation of a team previously certified by a Certification Agency* (UCS-04-038), which accounts for 55% of the total simplified load. In addition, the decrease in the cost of this procedure is 3%, since it requires providing technical information and delivering specific documents.

Figure 5.6. **Potential savings in the administrative burden of the IFT Concessions and Services Unit procedures**



5.2.5. Compliance Unit

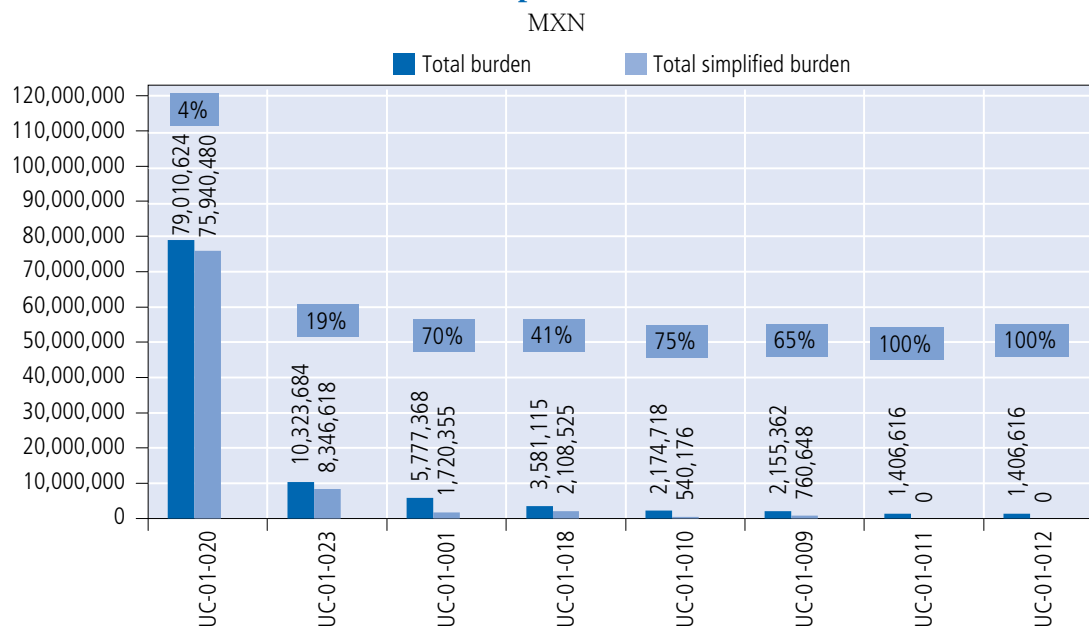
The Compliance Unit has a total administrative burden of MXN 109,549,961 MXN, which represents 54% of the Institute's total load. In this administrative area, simplification also included eliminating some procedures. IFT officials selected six procedures suggested for elimination from the IFT inventory. In addition to removing redundant or no longer in force procedures, it is convenient to digitise the information requests made by the Institute, since this step would reduce the administrative burden to MXN 90,881,367 (see Table 5.6). The procedure with the highest percentage of savings is the *Delivery of a report on complaints submitted to the concessionaire by its users* (UC-01-010), with a 75% decrease in its administrative burden, while the procedure with the greatest savings in absolute terms (MXN 4,057,013) is the *Submission of information on registration and cancellation of subscribers* (UC-01-001).

Table 5.6. **Potential savings in the administrative burden of the IFT Compliance Unit procedures**
MXN

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings	Percentage of savings
UC-01-001	Submission of information on registration and cancellation of subscribers	5 777 368	1 720 355	4 057 013	70%
UC-01-002	Notification of distribution of TV signals reserved for the State (Transmission of the Congress Channel)	4 554	3 429	1 125	25%
UC-01-003	Notification to restricted television and audio concessionaires of the conclusion of their network installation before starting operations	3 036	1 818	1 218	40%
UC-01-004	Submission of notification of transmission of the Judiciary Channel of the National Supreme Court of Justice	6 072	4 572	1 500	25%
UC-01-005	Submission of information on the modification of the programming or network distribution of the transmitted channels	3 036	2 286	750	25%
UC-01-006	Delivery of the implementation program for the accounting separation methodology for public telecommunication network concessionaires	57 551	24 011	33 540	58%
UC-01-007	Application to authorise the submission of information on accounting separation in the "Simplified Format"	56 826	40 194	16 632	29%
UC-01-008	Submission of information on growth and coverage of local mobile service networks	24 675	20 586	4 089	17%
UC-01-009	Delivery of guaranteed coverage maps	2 155 362	760 648	1 394 714	65%
UC-01-010	Delivery of a report on complaints submitted to the concessionaire by its users	2 174 718	540 176	1 634 542	75%
UC-01-011	Submission of a notice of allocation of service centres to groups of local service centres	1 406 616	0	1 406 616	100%
UC-01-012	Submission of local service reports	1 406 616	0	1 406 616	100%
UC-01-013	Submission of information on international long distance operators	237 376	0	237 376	100%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings	Percentage of savings
UC-01-014	Application to authorise model contracts for long distance operators to be executed with their users	5 548	0	5 548	100%
UC-01-015	Submission of information related to local service centres	174 064	131 064	43 000	25%
UC-01-016	Delivery of a report with information on local exchanges	1 406 616	1 141 736	264 880	19%
UC-01-017	Submission of the report on the installation of one or more long distance exchanges	1 406 616	0	1 406 616	100%
UC-01-018	Delivery of accounting information reports by service, region, function and network components	3 581 115	2 108 525	1 472 590	41%
UC-01-019	Submission of information related to local service lines	201 894	0	201 894	100%
UC-01-020	Submission of technical, legal, programmatic and economic information by concessionaires (commercial, public and social use, including communitarian and indigenous) of broadcasting stations	79 010 624	75 940 480	3 070 144	4%
UC-01-021	Annual presentation of information regarding the source and destination of the income of the concessionaires of social use that provide the broadcasting service	0	0	0	0%
UC-01-022	Submission of waiver of permit or concession	74 888	56 388	18 500	25%
UC-01-023	Annual payment for the use of radio-electric spectrum frequencies	10 323 684	8 346 618	1 977 066	19%
UC-02-001	Application for attention to complaints of harmful interference	51 106	38 481	12 625	25%
Total		109 549 961	90 881 367	18 668 594	17%

Figure 5.7 shows the first eight procedures according to their total simplified load. It should be noted that the simplification of the most expensive procedure of the UC: *Submission of technical, legal, programmatic and economic information by concessionaires (commercial, public and social use, including communitarian and indigenous) of broadcasting stations* (UC-01-020), accounts for 16% of the total savings in administrative burdens of this unit.

Figure 5.7. **Potential savings in the administrative burden of the IFT Compliance Unit procedures**

5.2.6. Media and Audio-visual Content Unit

The Media and Audio-visual Content Unit has a total administrative burden of MXN 48,708 and a total simplified administrative burden of MXN 10,208 MXN, that is, a potential saving of 79% (see Table 5.7). The procedure with the greatest savings in absolute terms (MXN 33,374) is the *Report on dissemination actions related to the commencement of use of the Allocated Virtual Channel* (UMCA-02-003). In addition, it is important to have in mind that some procedures had a total administrative burden of zero because they were not carried out in 2016.

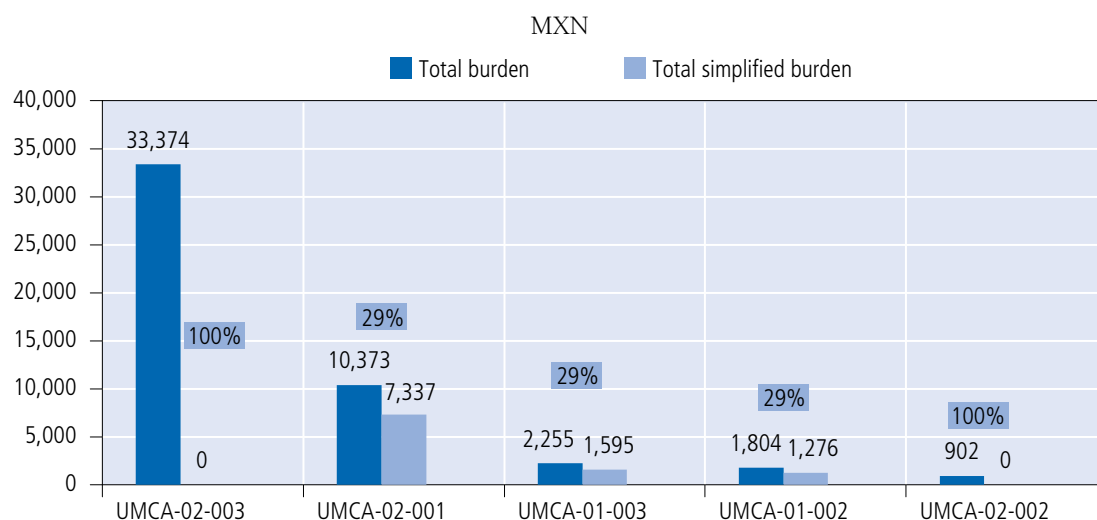
Table 5.7. **Potential savings in the administrative burden of the IFT Media and Audio-visual Content Unit procedures**

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UMCA-01-001	Notice of application to block programming content	0	0	0	0%
UMCA-01-002	Application on the availability of broadcast signals made by Federal Public Institutions for their retransmission	1 804	1 276	528	29%
UMCA-01-003	Application for the resolution of procedures arising from disagreements on the subject of content retransmission	2 255	1 595	660	29%

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UMCA-02-001	Application of allocation of an available Virtual Channel other than the one assigned	10 373	7 337	3 036	29%
UMCA-02-002	Application of authorisation of early use of Virtual Channels	902	0	902	100%
UMCA-02-003	Information on dissemination actions related to the commencement of use of the Allocated Virtual Channel	33 374	0	33 374	100%
Total		48 708	10 208	38 500	79%

Given the relative similarity between the procedures pertaining to the Media and Audio-visual Content Unit, the administrative simplification process would imply a similar decrease in the requirements of both procedures with a positive burden (UMCA-01-002, UMCA-01-003 and UMCA-02-001). In both cases, the potential saving is 29% (see Figure 5.8).

Figure 5.8. **Potential savings in the administrative burden of the IFT Media and Audio-visual Content Unit procedures**



5.2.7. Regulatory Policy Unit

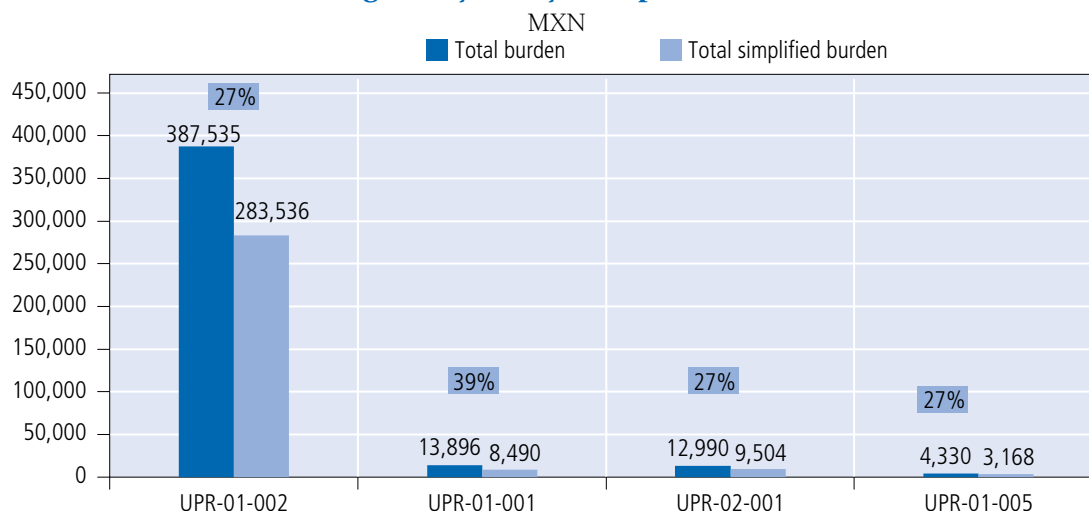
The Regulatory Policy Unit has four procedures, of the six estimated, with a positive administrative burden (see Table 5.8). The procedure with the largest absolute savings is the *Application for a resolution of interconnection disagreements* (UPR-01-002) with MXN 103,999, while the process with the lowest load saved in absolute terms is the *Application for a resolution on the terms and conditions not agreed upon regarding the wholesale dedicated link lease service* (UPR-01-005), with a decrease of MXN 1,162.

Table 5.8. **Potential savings in the administrative burden of the IFT Regulatory Policy Unit procedures**

Procedure code	Procedure name	Total administrative burden (MXN)	Total simplified administrative burden (MXN)	Potential savings (MXN)	Percentage of savings
UPR-01-001	Application for access to the Electronic System for Interconnection Applications	13 896	8 490	5 406	39%
UPR-01-002	Application for a resolution of interconnection disagreements	387 535	283 536	103 999	27%
UPR-01-003	Application for a resolution of disagreements from the visiting user wholesale service	0	0	0	0%
UPR-01-004	Application for a resolution on the terms and conditions not agreed upon for the commercialisation and resale of mobile telecommunication services by Mobile Virtual Operators	0	0	0	0%
UPR-01-005	Application for a resolution on the terms and conditions not agreed upon regarding the wholesale dedicated link lease service	4 330	3 168	1 162	27%
UPR-02-001	Application for a resolution of infrastructure sharing disagreements	12 990	9 504	3 486	27%
Total		418 751	304 698	114 053	27%

Figure 5.9 shows the percentages of savings for the Regulatory Policy Unit procedures. As in the previously described units, a procedure accounts for most of the total administrative burden. The simplification of the requirements and digitisation of the *Application for access to the Electronic System for Interconnection Applications* (UPR-01-001) would generate a savings of 39%.

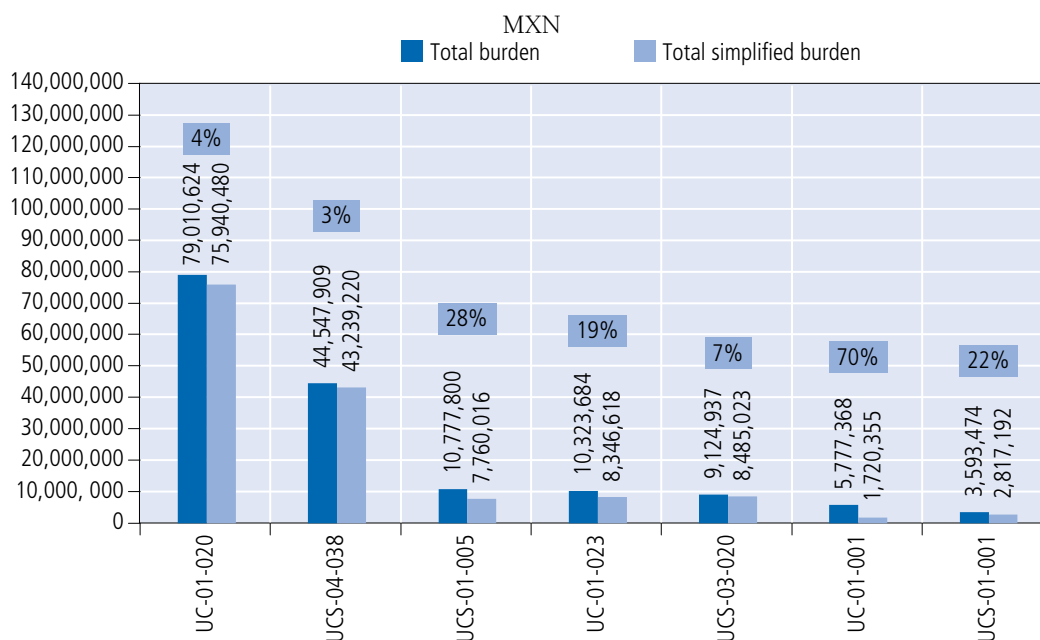
Figure 5.9. **Potential savings in the administrative burden of the IFT Regulatory Policy Unit procedures**



5.3. Procedures with the biggest savings

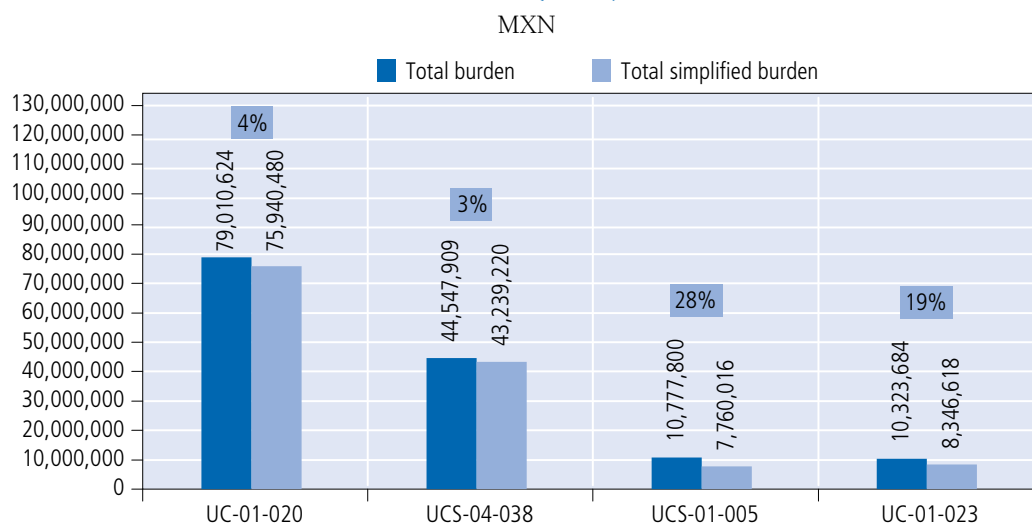
Figure 5.10 shows the potential savings of the procedures that account for 80% of the total administrative burden (compare with Figure 3.8). The decrease of the administrative burden in these procedures is equivalent to 45% of the total decrease. It should be mentioned that the high percentages of savings in the procedure UC-01-001, with a decrease of 70%, arise from the elimination and digitisation of processes and information. Unlike cases already mentioned, procedures UCS-04-038 and UC-01-020 have a potential savings of 3% and 4%, respectively. The percentage of savings in these procedures is determined by the technical specifications requested.

Figure 5.10. **Potential savings in the procedures that account for 80% of the total IFT administrative burden**



Meanwhile, Figure 5.11 shows the procedures that account for 80% of the simplified administrative burdens. This figure can guide the definition of those procedures that should be simplified in the first stage, if the simplification process is to be segmented. As mentioned before, because of IFT procedures characteristics, it is not imperative to build hierarchies for digitisation. In any case, the cost decrease in onerous procedures and with high population (UC-01-020 and UCS-04-038) is crucial.

Figure 5.11. **Procedures that account for 80% of the simplified administrative burden (MXN)**



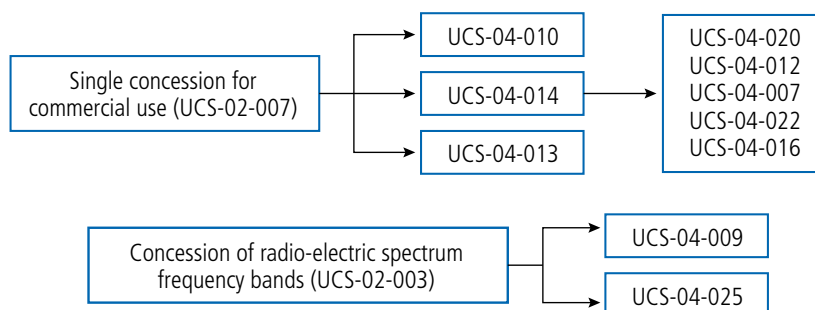
5.4. Aggregated savings by formalities processes

People or companies do not perform procedures individually, but carry out activities that in many cases involve a series of procedures. The IFT has linked procedures; that is, they have a logical sequence for the activity undertaken by users. They can be compulsory or optional procedures, or procedures that arise under certain conditions or circumstances. They represent defined activity processes and it is desirable to estimate the potential savings for their users.

The most representative processes identified as part of this report are listed below. The processes shown are those that involve the biggest number of procedures, either because the sequence is more extensive or because they are important for several issues. For reasons of reporting, only the code of the related procedure is mentioned; to see the full names of each one, see chapter 3.

5.4.1. Concession of commercial use in telecommunications

The formalities processes shown in Figure 5.12 have to do with the procedures related to concessions for commercial use in telecommunications. There are different variables and aggregated savings can be estimated for each one of them. Table 5.9 shows the cost of each of the possible flows related to the commercial use concession.

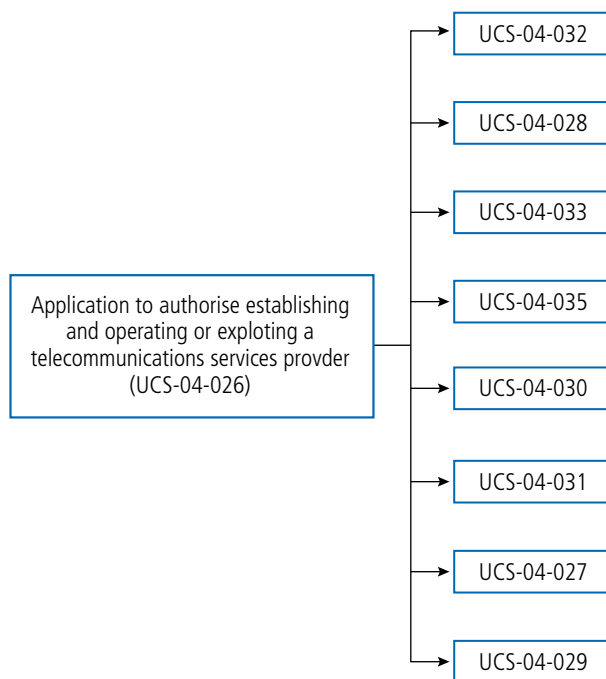
Figure 5.12. **Formalities processes for the concession of commercial use in telecommunications**Table 5.9. **Potential aggregated savings in the formalities processes for the concession of commercial use in telecommunications**

Processes	Aggregated burden (MXN)	Simplified burden (MXN)	Potential savings in %
UCS-02-007 — UCS-04-014 — UCS-04-020	20 653	18 929	8%
UCS-02-007 — UCS-04-014 — UCS-04-012	20 727	19 048	8%
UCS-02-007 — UCS-04-014 — UCS-04-007	20 830	18 867	9%
UCS-02-007 — UCS-04-014 — UCS-04-022	20 653	18 929	8%
UCS-02-007 — UCS-04-014 — UCS-04-016	20 653	18 929	8%
UCS-02-007 — UCS-04-010	21 457	19 608	9%
UCS-02-007 — UCS-04-013	22 740	21 152	7%
UCS-02-007 — UCS-04-014	20 202	18 610	8%
UCS-02-003 — UCS-04-009	21 457	19 608	9%
UCS-02-003 — UCS-04-025	21 457	18 353	14%

In general, the aggregated potential savings of the commercial concession process would be in a 7%-14% range for the benefit of users. In the procedures related to the concession of commercial use, the sequence of procedures UCS-02-007-UCS-04-013 stands out, since it has the highest administrative burden, MXN 22,740. After the simplification process, this sequence would decrease 7%. Another outstanding process is UCS-02-003-UCS-04-025, which would have the largest savings arising from simplifying its load by 14% (from MXN 21,457 to MXN 18,353).

5.4.2. Commercialisation of telecommunications services

Figure 5.13 shows the formalities processes linked to the commercialisation of services in telecommunications. In most of the processes included, the aggregated burden is determined mainly by the basic procedure burden, since this represents the highest percentage and amounts to MXN 4,427 (see Table 1.10): *Application to authorise establishing and operating or exploiting a telecommunications services provider* (UCS-04-026).

Figure 5.13. **Formalities processes for telecommunication services trading**Table 5.10. **Potential aggregated savings in the formalities processes for the commercialisation of telecommunication services**

Processes	Aggregated burden (MXN)	Simplified burden (MXN)	Potential savings in %
UCS-04-026 — UCS-04-032	4 878	2 166	56%
UCS-04-026 — UCS-04-028	4 878	2 166	56%
UCS-04-026 — UCS-04-033	8 753	5 235	40%
UCS-04-026 — UCS-04-030	4 933	2 197	55%
UCS-04-026 — UCS-04-031	8 854	3 694	58%
UCS-04-026 — UCS-04-027	4 878	2 166	56%
UCS-04-026 — UCS-04-029	4 878	1 847	62%
UCS-04-026 — UCS-04-035	4 878	1 847	62%

As shown in Table 5.10, the potential aggregated savings in formalities processes for the commercialisation of telecommunications services range from 40% to 62% of administrative burdens. In these procedures, processes UCS-04-026-UCS-04-031 and UCS-04-026-UCS-04-033 stand out, since they had the highest burdens: MXN 8,854 and MXN 8,753, respectively. In both cases, reducing the burden to MXN 3,694 and MXN 5,235 would generate a savings of 58% and 40%. The processes with the highest decreases in percentage terms would be UCS-04-026-UCS-04-029 and UCS-04-026-UCS-04-035, which would have a savings of 62%.

5.4.3. Assignment of codes

The formalities processes related to the assignment of codes (see Figure 5.14) are among the most complex identified based on the survey conducted among IFT officials. As can be seen, there are at least three formalities of origin and two processes that are totally independent—with no linkage between them—, but actually there are three processes, two of which involve a group of procedures. Procedure UCS-04-041-UCS-04-047-UCS-04-043 stands out, with a total load of MXN 10,050 and which after the digitisation would be reduced by 45% and amount to MXN 5,524 (see Table 5.11). In contrast, the process with the lowest load is UCS-04-045-UCS-04-053, with MXN 3,640, which would be reduced by 19%, that is, MXN 2,949.

Figure 5.14. **Formalities processes for code allocation**

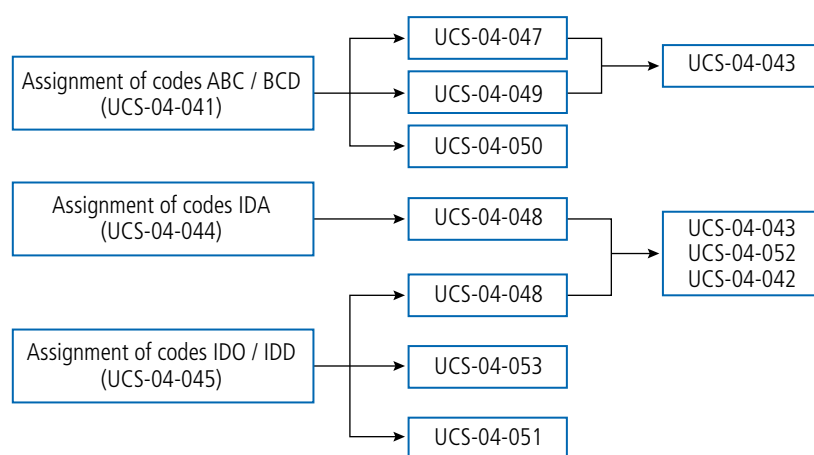


Table 5.11. **Potential aggregate savings in the formalities processes for the allocation of codes**

Processes	Aggregated burden (MXN)	Simplified burden (MXN)	Potential savings in %
UCS-04-041 — UCS-04-047 — UCS-04-043	10 050	5 524	45%
UCS-04-041 — UCS-04-049 — UCS-04-043	8 948	4 379	51%
UCS-04-044 — UCS-04-048 — UCS-04-043	8 948	7 141	20%
UCS-04-044 — UCS-04-048 — UCS-04-052	6 846	5 424	21%
UCS-04-044 — UCS-04-048 — UCS-04-042	8 948	7 141	20%
UCS-04-045 — UCS-04-048 — UCS-04-042	8 948	7 141	20%
UCS-04-045 — UCS-04-048 — UCS-04-043	8 948	7 141	20%
UCS-04-045 — UCS-04-048 — UCS-04-052	6 846	5 424	21%
UCS-04-045 — UCS-04-053	3 640	2 949	19%
UCS-04-045 — UCS-04-051	5 598	4 379	22%

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Annex 5.A. Expected decrease in standard activities times for the IFT administrative units procedures, as a result of simplification and digitisation

Annex Table 5.A.1. **Expected decrease in standard activities times for the IFT Investigating Authority procedures**

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
AI-01-001	Complaint filed for the probable commission of an absolute monopolistic practice in the telecommunications and broadcasting sectors	25%	0%	0%	0%	50%	0%	20%	100%	0%	100%	100%
AI-01-002	Complaint filed for the probable commission of a relative monopolistic practice in the telecommunications and broadcasting sectors	20%	0%	0%	0%	50%	0%	20%	100%	0%	100%	100%
AI-01-003	Complaint filed for unlawful concentration in the telecommunications and broadcasting sectors	20%	0%	0%	0%	50%	0%	20%	100%	0%	100%	100%
AI-02-001	Request for a declaration on conditions of effective competition or substantial power in the telecommunications and broadcasting sectors	20%	0%	0%	0%	50%	0%	20%	100%	0%	100%	100%

Annex Table 5.A.2. **Expected decrease in standard activities times for the IFT
General Coordination of User Policy procedures**

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
CGPU-01-001	Filing of nonconformities related to the provision of telecommunications services	10%	0%	0%	0%	10%	0%	10%	0%	0%	0%	0%

Annex Table 5.A.3. **Expected decrease in standard activities times for the IFT
Economic Competition Unit procedures**

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCE-01-001	Notification of concentration	10%	10%	0%	0%	50%	0%	20%	70%	0%	80%	80%
UCE-01-002	Notification of simplified concentration	20%	0%	0%	0%	40%	20%	20%	70%	0%	80%	80%
UCE-02-001	Request for general guidance on free competition and economic competition	10%	0%	0%	0%	100%	0%	10%	100%	0%	100%	100%
UCE-02-002	Request for formal opinion on matters of free competition and economic competition	10%	0%	0%	0%	25%	0%	5%	100%	0%	100%	100%

Annex Table 5.A.4. **Expected decrease in standard activities times for the IFT Concessions and Services Unit procedures**

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-01-001	Submission of the stock ownership or partnership structure of concessionaires in the telecommunications and broadcasting sectors	10%	0%	10%	10%	10%	0%	10%	70%	0%	80%	80%
UCS-01-002	Application to Register an Agreement in the Public Concessions Registry	30%	0%	10%	10%	100%	0%	20%	70%	0%	80%	80%
UCS-01-003	Notice of termination or rescission of international interconnection agreements	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-01-004	Application to register an assignment of concession, permits and authorisation rights before the Public Registry of Concessions	20%	0%	10%	10%	60%	0%	20%	70%	0%	80%	80%
UCS-01-005	Application to register public telecommunication services fees in the Public Registry of Concessions through the Electronic System for Registration of Tariffs	30%	20%	10%	10%	0%	0%	50%	50%	0%	80%	80%
UCS-01-006	Application for access to the Electronic Registration System of Tariffs of the Public Registry of Concessions	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-01-007	Application for registration of public telecommunications services and / or additional coverage when the concession titles, permits or authorizations foresee the submission of the start of service provision in the Public Registry of Concessions	20%	0%	0%	0%	80%	0%	20%	100%	0%	100%	100%
UCS-01-008	Application for registration of advertising services and spaces fees for broadcasting concessionaires in the Public Registry of Concessions	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-01-009	Application for registration of taxes levied on concessions in the Public Registry of Concessions	50%	0%	10%	10%	20%	0%	50%	70%	0%	0%	0%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-01-010	Application for biannual registration to the Public Registry of Concessions of information related to the facilities that serve as Interconnection Points by the concessionaries of public telecommunications networks	20%	0%	0%	0%	40%	0%	10%	100%	0%	100%	100%
UCS-02-001	Application for the concession of orbital resources and, if applicable, a single telecommunications concession	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-02-002	Application for a single concession for community social and indigenous social use of telecommunications	10%	0%	10%	10%	30%	0%	10%	70%	50%	80%	80%
UCS-02-003	Application for a concession of frequency bands of radio-electric spectrum and, if applicable, a single telecommunications concession	20%	20%	10%	10%	10%	0%	30%	70%	50%	80%	80%
UCS-02-004	Application to extend the concession of radio-electric spectrum frequency bands; of orbital resources or single concession for telecommunications use for public or social purposes	20%	20%	10%	10%	40%	0%	20%	70%	50%	80%	80%
UCS-02-005	Application for the concession of orbital resources by stakeholders and, if applicable, a single concession, both for public or social telecommunications use	10%	0%	10%	10%	30%	0%	10%	70%	50%	80%	80%
UCS-02-006	Application to extend a single concession for commercial use	20%	0%	10%	10%	30%	0%	20%	70%	50%	80%	80%
UCS-02-007	Application for a single concession for commercial use	10%	0%	10%	10%	30%	0%	10%	70%	50%	80%	80%
UCS-02-008	Application for transition or consolidation of an exclusive commercial use concession	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-02-009	Application to extend the concession of radio-electric spectrum frequency bands or orbital resources for commercial use	20%	10%	10%	10%	40%	20%	20%	70%	50%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-02-010	Application to approve the lease of radio-electric spectrum frequency bands	5%	0%	0%	0%	10%	0%	5%	100%	50%	100%	100%
UCS-02-011	Application to authorise the sublease of radio-electric spectrum frequency bands	5%	0%	0%	0%	10%	0%	5%	100%	50%	100%	100%
UCS-02-012	Application to authorise the modification of the lease or sublease contract of radio-electric spectrum frequency bands	10%	0%	0%	0%	25%	0%	10%	100%	50%	100%	100%
UCS-02-013	Notification to rescind the lease or sublease contract of radio-electric spectrum frequency bands	20%	0%	10%	10%	40%	0%	20%	70%	0%	80%	80%
UCS-02-014	Notification to rescind the lease or sublease contract of radio-electric spectrum frequency bands	20%	0%	10%	10%	40%	0%	20%	70%	0%	80%	80%
UCS-02-015	Notification to modify the rent or price included in the lease or sublease contract of radio-electric spectrum frequency bands	20%	0%	10%	10%	40%	0%	20%	70%	0%	80%	80%
UCS-02-016	Application for a concession of radio-electric spectrum for private use with the purpose of experimentation, technical and economic feasibility verification of developing technologies or temporary equipment tests	10%	0%	10%	10%	30%	0%	10%	70%	50%	80%	80%
UCS-02-017	Application for a concession of radio-electric spectrum for private use for amateur broadcasting purposes	20%	20%	10%	10%	40%	0%	20%	70%	50%	80%	80%
UCS-03-001	Application to authorise subscription or sale of stock or capital partnership participation of concessionaries	10%	0%	10%	10%	40%	0%	20%	70%	50%	80%	80%
UCS-03-002	Submission of notification of subscription or sale of concessionaires' stock or capital partnership in case of corporate fusion, splitting or re-engineering	20%	0%	10%	10%	70%	0%	20%	70%	50%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-03-003	Submission of notification of changes in social bylaws with regard to Article 112 of the Federal Law of Telecommunications and Broadcasting (Ley Federal de Telecomunicaciones y Radiodifusión)	20%	0%	0%	0%	50%	0%	20%	50%	0%	80%	80%
UCS-03-004	Application to exempt from transmitting at least one programming channel in high definition (HDTV)	10%	0%	0%	0%	30%	0%	10%	100%	0%	100%	100%
UCS-03-005	Application for authorisation to access concessionaires' multiprogramming on the subject of broadcasting	10%	0%	0%	0%	20%	0%	10%	100%	50%	100%	100%
UCS-03-006	Application for authorisation to approve legal representatives for concessionaries and/or permit-holders on the matter of telecommunications and broadcasting	20%	0%	10%	10%	50%	0%	20%	70%	50%	80%	80%
UCS-03-007	Application to modify the social bylaws of concessionaire companies on the matter of telecommunications and broadcasting	30%	20%	10%	10%	40%	0%	30%	70%	50%	80%	80%
UCS-03-008	Application to approve partial or total assignment of the rights and obligations established in the concessions	20%	10%	10%	10%	40%	20%	20%	70%	50%	80%	80%
UCS-03-009	Application for a concession of radio-electric spectrum frequency bands as well as, if applicable, of an exclusive concession, both to provide public broadcasting services	10%	0%	10%	10%	30%	0%	10%	70%	0%	80%	80%
UCS-03-010	Application to extend the concession to use, benefit and exploit radio-electric spectrum frequency bands to provide broadcasting services for commercial use	50%	40%	10%	10%	70%	100%	50%	70%	50%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-03-011	Application to extend the concession to use and benefit from radio-electric spectrum frequency bands to provide broadcasting services for public or social use	20%	20%	10%	10%	40%	0%	20%	70%	50%	80%	80%
UCS-03-012	Notification of temporary suspension of broadcasting service transmission due to maintenance work or replacement of facilities and equipment for the broadcasting station	20%	0%	10%	10%	50%	0%	20%	70%	0%	80%	80%
UCS-03-013	Application to extend an exclusive concession for broadcasting service for public or social use	20%	20%	10%	10%	40%	0%	20%	70%	50%	80%	80%
UCS-03-014	Notification of temporary suspension of transmissions of the broadcasting service by fortuitous event or cause of force majeure and normalisation of the service	20%	0%	10%	10%	50%	0%	20%	70%	0%	80%	80%
UCS-03-015	Application to extend an exclusive concession for commercial use of broadcasting	20%	0%	10%	10%	20%	0%	20%	70%	50%	80%	80%
UCS-03-016	Application for total or partial interruption of transmissions of broadcasting services by fortuitous event or cause of force majeure	20%	0%	10%	10%	40%	0%	20%	70%	0%	0%	0%
UCS-03-017	Application to perform technical modifications of FM radio stations: change of height of structural support	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-03-018	Application to change the location/ installation of the main studios and/ or auxiliary studios of AM/FM radio stations	20%	0%	10%	10%	80%	20%	30%	70%	100%	80%	80%
UCS-03-019	Application for approval of an additional channel to perform simultaneous digital transmissions to the analogous channel	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-03-020	Application to authorise the use of supplementary shade zone equipment to provide the digital terrestrial television service co-channel and/or transmission channel other than that used for digital transmissions	20%	0%	10%	10%	40%	0%	20%	70%	50%	80%	80%
UCS-03-021	Application to change the location/ installation of the main studios and/ or auxiliary studios of television stations	20%	0%	10%	10%	80%	20%	30%	70%	100%	80%	80%
UCS-03-022	Application to perform technical modifications of FM radio stations: Change of antenna and transmission facility location	20%	10%	10%	10%	70%	20%	30%	70%	50%	80%	80%
UCS-03-023	Application to perform technical modifications of FM radio stations: Change of electrical centre height	20%	10%	10%	10%	70%	20%	30%	70%	0%	80%	80%
UCS-03-024	Application to perform technical modifications of FM radio stations: Power change	20%	10%	10%	10%	70%	20%	30%	70%	50%	80%	80%
UCS-03-025	Application to perform technical modifications of FM radio stations: Change of antenna directionality of FM stations	20%	0%	10%	10%	70%	0%	30%	70%	0%	80%	80%
UCS-03-026	Application to change the location/ installation of the main studios and/ or auxiliary studios of radio and television stations	20%	0%	10%	10%	80%	20%	30%	70%	100%	80%	80%
UCS-03-027	Application to change the main, emergent and auxiliary transmission equipment for radio and/or television stations	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-03-028	Application to perform technical modifications of AM radio stations: Change of height of antenna and/ or radials	20%	10%	10%	10%	70%	20%	30%	70%	0%	80%	80%
UCS-03-029	Application to perform technical modifications of AM radio stations: Change of antenna and transmission facility location	20%	10%	10%	10%	70%	20%	30%	70%	50%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-03-030	Application to perform technical modifications of AM radio stations: Change of antenna directionality	20%	0%	10%	10%	70%	0%	30%	70%	0%	80%	80%
UCS-03-031	Application to perform technical modifications of AM radio stations: Power change	20%	10%	10%	10%	70%	20%	30%	70%	50%	80%	80%
UCS-04-001	Application to approve the formalisation of international interconnection agreements	20%	0%	10%	10%	20%	0%	20%	70%	0%	80%	80%
UCS-04-002	Application for revalidation of the certificate of competence to install and operate civil radio-electric stations	30%	0%	0%	0%	40%	0%	30%	100%	50%	100%	100%
UCS-04-003	Application for issuing a certificate of competence to install and operate civil radio-electric stations	30%	0%	0%	0%	40%	0%	30%	100%	50%	80%	80%
UCS-04-004	Application for a Ship Station Permit	30%	20%	10%	10%	40%	0%	50%	70%	0%	80%	80%
UCS-04-005	Application to exploit the rights of emission and reception of signals and frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	10%	0%	10%	10%	40%	0%	20%	70%	50%	80%	80%
UCS-04-006	Application to approve modifications for relocation, additions or replacement of satellites operating with technical features different from those authorised	10%	0%	10%	10%	40%	0%	20%	70%	50%	80%	80%
UCS-04-007	Authorisation to integrate new transmitting earth stations into the network whose technical features vary from those originally authorised	20%	0%	10%	10%	20%	0%	30%	70%	50%	80%	80%
UCS-04-008	Application to approve the installation of cross-border links for International Private Traffic that do not involve the use of the radio-electric spectrum	20%	0%	10%	10%	30%	0%	20%	70%	0%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-04-009	Application to authorise the installation of cross-border links for International Private Traffic that involve the use of the radio-electric spectrum	20%	0%	10%	10%	20%	0%	20%	70%	0%	80%	80%
UCS-04-010	Application to authorise the installation of cross-border links for International Public Traffic that do not involve the use of the radio-electric spectrum	20%	0%	10%	10%	30%	0%	20%	70%	0%	80%	80%
UCS-04-011	Application for modification of the technical features and operation of earth stations to transmit satellite signals originally authorised	20%	0%	10%	10%	10%	0%	20%	70%	50%	80%	80%
UCS-04-012	Notification of modification to integrate new earth stations into the network to transmit satellite signals whose technical features do not vary from those originally authorised	20%	0%	0%	0%	10%	0%	20%	70%	0%	80%	80%
UCS-04-013	Application to approve the operation of a plant as an International Port	20%	0%	0%	0%	10%	0%	20%	70%	0%	80%	80%
UCS-04-014	Application for authorisation of the installation, operation or exploitation of earth stations to transmit satellite signals	20%	0%	10%	10%	10%	0%	20%	70%	50%	80%	80%
UCS-04-015	Notification to remove, replace or, if applicable, relocate authorised satellites that does not imply modifying the approved technical features	20%	0%	10%	10%	70%	0%	20%	70%	0%	80%	80%
UCS-04-016	Application to extend the Authorisation validity to install, operate or exploit earth stations to transmit satellite signals	10%	0%	10%	10%	30%	0%	20%	70%	50%	80%	80%
UCS-04-017	Application to transfer the rights and obligations established in the Authorisation titles to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems	10%	0%	10%	10%	30%	0%	20%	70%	50%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-04-018	Application for the registration of legal representatives in addition to those previously submitted in the Authorisation to install, operate or exploit earth stations to transmit satellite signals	20%	0%	10%	10%	40%	0%	20%	70%	0%	0%	0%
UCS-04-019	Application to extend the initiation of operations of the Authorisation to exploit the rights of emission and reception of signals from frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	20%	0%	10%	10%	70%	0%	50%	70%	50%	80%	80%
UCS-04-020	Application to transfer the rights and obligations established in the Authorisation titles to install, operate or exploit earth stations to transmit satellite signals	10%	0%	10%	10%	20%	0%	20%	70%	50%	80%	80%
UCS-04-021	Application for the registration of legal representatives in addition to those previously registered in the Authorisation to exploit the rights of emission and reception of frequency band signals associated with foreign satellite systems	10%	0%	10%	10%	30%	0%	10%	70%	50%	80%	80%
UCS-04-022	Application to extend the initiation of operations established on the title of authorisation to install, operate or exploit earth stations to transmit satellite signals	20%	0%	10%	10%	40%	50%	10%	70%	50%	80%	80%
UCS-04-023	Application to extend the validity period of the Authorisation to exploit the rights of emission and reception of signals of frequency bands associated with foreign satellite systems that cover and can provide services in the national territory	20%	0%	10%	10%	20%	0%	20%	70%	50%	80%	80%
UCS-04-024	Application for an Aircraft Station Permit	20%	20%	10%	10%	20%	0%	30%	70%	0%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-04-025	Application to approve the installation of cross-border links for International Public Traffic involving the use of the radio-electric spectrum	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-04-026	Application to authorise establishing and operating or exploiting a telecommunications services provider	20%	0%	10%	10%	70%	0%	20%	70%	50%	80%	80%
UCS-04-027	Application to extend the validity of an Authorisation to establish and operate or exploit a telecommunications services provider	20%	0%	10%	10%	70%	0%	20%	70%	50%	80%	80%
UCS-04-028	Application to certify a legal representative after those previously designated in the Authorisation to establish and operate or exploit a telecommunications services provider	20%	0%	10%	10%	30%	0%	20%	70%	50%	80%	80%
UCS-04-029	Application to approve the modification of social bylaws in the Authorisations to establish and operate or exploit the commercialisation of telecommunications services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-04-030	Notification of the commercialisation of public telecommunications services other than those originally authorised, or services associated with its Authorisation to commercialise telecommunications services	20%	0%	10%	10%	40%	0%	20%	70%	0%	80%	80%
UCS-04-031	Application for change of ownership by transfer of rights of the Authorisation to establish and operate or exploit a telecommunications services trading firm	20%	0%	10%	10%	70%	0%	20%	70%	50%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-04-032	Application to approve the extension of deadlines for compliance with obligations included in the authorisation to establish and operate or exploit a telecommunications services trading firm	20%	0%	10%	10%	70%	0%	20%	70%	50%	80%	80%
UCS-04-033	Application for approval of authorised parties contracts to establish and operate or exploit a telecommunication service trading firm intended to be signed with users	20%	0%	10%	10%	30%	0%	20%	70%	0%	80%	80%
UCS-04-034	Application to certify a legal representative after those previously designated in permits to establish, operate or exploit a telecommunications service trading firm	20%	0%	10%	10%	30%	0%	20%	70%	50%	80%	80%
UCS-04-035	Application to approve technical modifications in the Authorisations to establish and operate or exploit a telecommunications services trading firm	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-04-036	Application for a Definitive Certificate of Homologation with Background	10%	0%	10%	10%	20%	0%	10%	70%	50%	80%	80%
UCS-04-037	Application for an Extension of a Certificate of Homologation	10%	0%	10%	10%	20%	0%	10%	70%	50%	80%	80%
UCS-04-038	Application for a Definitive Certificate of Homologation of a team previously certified by a Certification Agency (PEC)	20%	0%	10%	10%	20%	0%	20%	70%	50%	80%	80%
UCS-04-039	Application for a Provisional Homologation Certificate	20%	30%	10%	10%	20%	25%	20%	70%	50%	80%	80%
UCS-04-040	Application for the renewal of a temporary homologation certificate	10%	0%	10%	10%	20%	0%	10%	70%	50%	80%	80%
UCS-04-041	Application to assign home and destination Long Distance Operator Identification codes (ABC/BCD)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UCS-04-042	Application to authorise redistribution	10%	0%	10%	10%	60%	0%	10%	70%	0%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UCS-04-043	Application to approve the assignment of geographic and non-geographic numbering rights	10%	0%	10%	10%	50%	0%	10%	70%	0%	80%	80%
UCS-04-044	Application for Assignment of Administrative Identification Codes	20%	0%	10%	10%	40%	0%	20%	70%	0%	80%	80%
UCS-04-045	Application for Assignment of Local Origin and Destination Network Identification Codes (IDO/IDD)	20%	0%	10%	10%	40%	0%	20%	70%	0%	80%	80%
UCS-04-046	Application to authorise the Special Service Code (CSE)	20%	20%	10%	10%	40%	0%	50%	50%	0%	80%	80%
UCS-04-047	Application for allocation of specific non-geographic numbering	30%	0%	10%	10%	30%	50%	50%	70%	0%	80%	80%
UCS-04-048	Application for allocation of geographic numbering	30%	30%	10%	10%	10%	0%	30%	70%	0%	80%	80%
UCS-04-049	Application for centralised allocation of non-geographic numbering	10%	0%	10%	10%	10%	0%	10%	70%	0%	80%	80%
UCS-04-050	Application to assign International Signalling Point Codes (ISPC)	50%	40%	10%	10%	20%	100%	50%	70%	0%	80%	80%
UCS-04-051	Application to assign National Signalling Point Codes (NSPC)	50%	40%	10%	10%	20%	100%	50%	70%	0%	80%	80%
UCS-04-052	Application to assign the Mobile Network Code for Virtual Mobile Operators	20%	20%	0%	0%	10%	0%	20%	70%	0%	80%	80%
UCS-04-053	Application to assign International Mobile Subscriber Identity (IMSI)	30%	20%	0%	0%	20%	0%	20%	50%	0%	80%	80%

Annex Table 5.A.5. **Expected decrease in standard activities times for the IFT Compliance Unit procedures**

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UC-01-001	Submission of information on registration and cancellation of subscribers	10%	0%	10%	10%	10%	0%	20%	70%	0%	80%	80%
UC-01-002	Notification of distribution of TV signals reserved for the State (Transmission of the Congress Channel)	20%	0%	10%	10%	20%	0%	20%	70%	0%	80%	80%
UC-01-003	Notification to restricted television and audio concessionaires of the conclusion of their network installation before starting operations	20%	0%	10%	10%	70%	0%	20%	70%	0%	80%	80%
UC-01-004	Submission of notification of transmission of the Judiciary Channel of the National Supreme Court of Justice	20%	0%	10%	10%	20%	0%	20%	70%	0%	80%	80%
UC-01-005	Submission of information on the modification of the programming or network distribution of the transmitted channels	20%	0%	10%	10%	20%	0%	20%	70%	0%	80%	80%
UC-01-006	Delivery of the implementation program for the accounting separation methodology for public telecommunication network concessionaires	20%	0%	10%	10%	50%	0%	20%	70%	0%	80%	80%
UC-01-007	Application to authorise the submission of information on accounting separation in the "Simplified Format"	20%	20%	10%	10%	40%	0%	20%	50%	0%	80%	80%
UC-01-008	Submission of information on growth and coverage of local mobile service networks	10%	10%	0%	0%	20%	0%	20%	70%	0%	80%	80%
UC-01-009	Delivery of guaranteed coverage maps	20%	0%	10%	10%	10%	0%	20%	70%	0%	80%	80%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UC-01-010	Delivery of a report on complaints submitted to the concessionaire by its users	10%	0%	10%	10%	10%	0%	20%	70%	0%	80%	80%
UC-01-011	Submission of a notice of allocation of service centres to groups of local service centres	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UC-01-012	Submission of local service reports	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UC-01-013	Submission of information on international long distance operators	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UC-01-014	Application to authorise model contracts for long distance operators to be executed with their users	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UC-01-015	Submission of information related to local service centres	20%	0%	10%	10%	20%	0%	20%	70%	0%	80%	80%
UC-01-016	Delivery of a report with information on local exchanges	10%	0%	10%	10%	50%	0%	10%	70%	0%	80%	80%
UC-01-017	Submission of the report on the installation of one or more long distance exchanges	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UC-01-018	Delivery of accounting information reports by service, region, function and network components	15%	0%	0%	0%	30%	0%	10%	100%	0%	100%	100%
UC-01-019	Submission of information related to local service lines	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UC-01-020	Submission of technical, legal, programmatic and economic information by concessionaires (commercial, public and social use, including communitarian and indigenous) of broadcasting stations	1%	0%	0%	0%	1%	0%	0%	100%	0%	100%	100%

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UC-01-021	Annual presentation of information regarding the source and destination of the income of the concessionaires of social use that provide the broadcasting service	20%	0%	10%	10%	70%	0%	20%	70%	0%	80%	80%
UC-01-022	Submission of waiver of permit or concession	20%	0%	10%	10%	20%	0%	20%	70%	0%	80%	80%
UC-01-023	Annual payment for the use of radio-electric spectrum frequencies	20%	0%	10%	10%	50%	20%	50%	70%	50%	80%	80%
UC-02-001	Application for attention to complaints of harmful interference	20%	0%	10%	10%	20%	0%	20%	70%	0%	80%	80%

Annex Table 5.A.6. **Expected decrease in standard activities times for the IFT Media and Audio-visual Content Unit procedures**

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UMCA-01-001	Notice of application to block programming content	20%	0%	10%	10%	10%	0%	20%	70%	0%	80%	80%
UMCA-01-002	Application on the availability of broadcast signals made by Federal Public Institutions for their retransmission	20%	20%	10%	10%	40%	20%	30%	70%	0%	80%	80%
UMCA-01-003	Application for the resolution of procedures arising from disagreements on the subject of content retransmission	10%	20%	10%	10%	40%	20%	30%	70%	0%	80%	80%
UMCA-02-001	Application of allocation of an available Virtual Channel other than the one assigned	20%	0%	10%	10%	50%	0%	20%	70%	0%	80%	80%
UMCA-02-002	Application of authorisation of early use of Virtual Channels	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UMCA-02-003	Information on dissemination actions related to the commencement of use of the Allocated Virtual Channel	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Annex Table 5.A.7. **Expected decrease in standard activities times for the IFT Regulatory Policy Unit procedures**

Code	Procedure name	1. Identifying and understanding requirements	2. Meetings with internal staff members	3. Procurement of external services	4. Meetings with external services providers	5. Collecting existing information	6. Collecting new information	7. Filling formats	8. Creating backup files	9. Payment completion	10. Transportation to public offices	11. Waiting time at public offices
UPR-01-001	Application for access to the Electronic System for Interconnection Applications	40%	0%	10%	10%	80%	0%	50%	70%	0%	80%	80%
UPR-01-002	Application for a resolution of interconnection disagreements	20%	0%	10%	10%	70%	0%	50%	70%	0%	80%	80%
UPR-01-003	Application for a resolution of disagreements from the visiting user wholesale service	10%	0%	10%	10%	10%	0%	10%	70%	0%	80%	80%
UPR-01-004	Application for a resolution on the terms and conditions not agreed upon for the commercialisation and resale of mobile telecommunication services by Mobile Virtual Operators	10%	0%	10%	10%	10%	0%	10%	70%	0%	80%	80%
UPR-01-005	Application for a resolution on the terms and conditions not agreed upon regarding the wholesale dedicated link lease service	10%	0%	10%	10%	10%	0%	10%	70%	0%	80%	80%
UPR-02-001	Application for a resolution of infrastructure sharing disagreements	10%	0%	10%	10%	20%	0%	10%	70%	0%	80%	80%

Implementation plans for simplification and digitisation actions in the Federal Institute of Telecommunications (IFT)

This chapter presents a thorough description of the actions that should be implemented in terms of administrative simplification and digitisation intended to reduce the time it takes to carry out procedures and, consequently, generate savings in administrative burdens. The chapter also includes the implementation plans for crosscutting actions that could be carried out at the IFT and the plans for each administrative unit. In addition, additional recommendations are offered in terms of administrative simplification, which could have a favourable impact on the IFT efficiency levels in their procedures management, as well as the perception of transparency and accountability among such procedures users.

Finally, this chapter presents the implementation plans for simplification and digitisation actions needed to obtain the potential savings described in Chapter 5.

6.1. Implementation plan for crosscutting actions

Based on the estimation of savings in the time needed to perform a procedure, recommendations for crosscutting simplification and digitisation were identified and are presented below.

The framework recommendation involves simplifying and digitising IFT procedures. The main steps to achieve the former are presented below. Annex 6.A **Error! Reference source not found.** identifies the resources needed to implement the recommendations.

1. When digitising procedures, it is important to have an interoperable system that allows sharing information among administrative units in such a way that businesses or citizens are required to deliver information only once.

The core goal should be to establish an electronic procedure system through interoperable databases. To do so, the basic information that crosscuts all IFT procedures should be identified. This includes data (contact information, legal representative, etc.) and information requirements (simple copies or certified copies of charters, etc.). Such information should be the background of the company and the citizens' profiles and a part of an interoperable digital system. This would help avoid to a great extent any duplication in information requirements. In the digital system, the public servants who use it could access the profile as well as other data, depending on the purpose of each procedure.

It is advisable that the digital system count with tutorials and examples indicating precisely which information is being requested. Usually in IFT procedures information is requested in a heterogeneous way. For instance, some procedures explicitly request specific contact data, whereas others request generic information. In every case, information requests should be precise. The advantage of a digital system is that it would standardise criteria.

Part of the administrative burden of several procedures is based on fully identifying the applicant (requesting legal information) in simple or certified copy. A digitised system should eliminate repeated information requests, since it would already be registered digitally in the system.

In addition, in all procedures, it should be necessary to detect if some information is requested more than once, whether by the same area or by others. In this case, it is important to define which area is responsible of such requests and how frequently, in order to modify the regulation for each procedure and avoid duplicating information.

2. Having an electronic system flexible enough to allow adding information to the company or the citizen's file as they perform these procedures.

Several IFT procedures request technical information, either legal, financial, economic or telecommunications engineering data, with a specific format. It is convenient that the system

allows to add such information to the procedure user's file and that it is flexible enough to accept files from common software, such as Excel, SPSS, etc.

3. Considering that the creation of an interoperable procedure digital system undoubtedly requires mapping the internal management process of formalities and, very likely, its reengineering.

Implementing a digital system undoubtedly requires mapping the management processes within the IFT, in order to fully identify the flow of information and establish it in digital media. To achieve this, it is recommended that, as a first step, all procedures related to the 156 processes be mapped, and to assess whether these processes are the most efficient way for information to flow and be shared. Otherwise, it will be essential to make the changes required to finally formalise the procedures.

It is also necessary to eliminate the Compliance Unit which, despite being responsible for the procedure in administrative terms, leaves the task of technically assessing the information in the hands of other areas, thus preventing a holistic evaluation of the procedure and fostering requests for redundant and unnecessary information to the citizen or entrepreneur.

4. Establishing a system to make online payments.

When paying a duty to the IFT, users must visit IFT offices personally, request for a document with the payment reference for the bank, pay at the bank and return to the IFT with proof of payment for this to be registered.

Upon simplification of the process with an online payment option (accepting credit cards and bank transfers), as well as payments at the bank with an immediate reference line and an option to pay directly at the IFT office, many procedures could be simplified and significantly reduce their administrative burden. Thus, users wouldn't have to pay for transportation to the IFT at least twice per procedure involving paying for duties.

It should be mentioned that the administrative burdens calculated only include transportation costs within the city. This means that the cost of each proposed procedure will have to be increased with transportation expenses to and from Mexico City as well as lodging when companies are located in another state. This is a new situation, due to the division of IFT responsibilities that used to be in charge of the Ministry of Communications (*Secretaría de Comunicaciones y Transportes, SCT*); in the past, SCT centres processed formalities and information on matters related to telecommunications.

The digitisation process would not be complete if it weren't for the remote payment system. It is acknowledged that the IFT lacks the ability to carry out these changes on its own, since the Ministry of Finance (*Secretaría de Hacienda y Crédito Público, SHCP*) participates in this process. Nonetheless, the federal government should offer solutions to carry out this type of projects. Therefore, the IFT should work with the SHCP and any other competent institution to establish the fully online payment system.

6.2. Additional recommendations on matters of administrative simplification

This chapter includes a series of recommendations for the IFT on administrative simplification. These recommendations arise both from the qualitative analysis of the procedures as well as the

measurement of their burden. Given the nature of the recommendations themselves, it is not possible to measure their impact on the reduction of burdens. All in all, in the short and medium terms, adopting these measures may favour IFT efficiency in managing its procedures, as well as the perception of transparency and accountability before its users.

5. Completing the mapping of all procedures that may be carried out at the IFT.

The IFT lags behind in mapping its procedures. It is fundamental that users have the possibility of consulting the full catalogue of procedures that may be carried out in order to reduce information gaps and administrative burdens when consultations are simplified.

This report does not include all the procedures that may be carried out at the IFT; they should be included in the future on order to carry out a sounder analysis and implement the administrative simplification of the regulatory stock that may be found in the Institute.

6. Improving communication in internal managing of procedures.

Usually each IFT area requests information individually, even when this information has been submitted previously to other units. Nevertheless, in practice, such information is not shared. The administrative areas mentioned that it was simpler to request information from the user, even for a second time, than request it from another IFT area.

The appropriate communication among administrative areas would not only reduce contact with the users, but would also make information gathering more agile.

7. Providing and publishing information required for performing procedures in the IFT.

Usually the IFT portal includes procedures that do not include all the necessary requirements to carry them out. For example, in some cases the obligation to submit certain formats or guides required by the authorities is not specified. Such is the case of certain procedures of the Concessions and Services Unit that require a Guide on Competition, which is not specified in the Institute's webpage.

The IFT should publish in its webpage all the information it requires, so the users may carry out the procedure as easily as possible; this would reduce the administrative burden and obstacles and would contribute to the efficiency of the different administrative areas. It would even reduce the opportunities for corruption.

8. Favouring the use of formats over brief writing in the submission of procedures at the IFT.

In some cases, users must submit briefs with the information or descriptions requested. The use of briefs generates additional administrative burdens, since their drafting tends to be more complicated than filling a format; in addition, briefs are more likely to contain mistakes.

Accordingly, the IFT is advised to use formats instead of briefs. Implementing this recommendation is particularly easy when contact information is requested and procedures require descriptions of specific facts (and listing all the elements that must be included in the description is suggested).

6.3. Implementation plan of the administrative units

This section presents the actions and recommendations that administrative units could follow in order to reduce burdens. The recommendations may extend to other procedures not analysed in this report.

6.3.1. Investigating authority

Following the recommendations to simplify and digitise IFT procedures, the Investigating Authority may generate savings in the time users devote to each procedure. In terms of the four procedures under the Investigating Authority responsibility, Table 6.1 shows the anticipated reduction in time per standard activity. It is worth noting that the table expresses the average values for all the unit's procedures; in order to see individual values, see Annex 5.A.

Table 6.1. **Anticipated average decrease in time due to the simplification and digitisation of procedures of the IFT Investigative Authority**

Activity	Savings (%)
1. Identifying and understanding procedure requirements	21%
2. Meetings with internal staff members	-
3. Procurement of external services	-
4. Meetings with external services providers	-
5. Collecting existing information	50%
6. Collecting new information	-
7. Filling formats	20%
8. Creating backup files	100%
9. Payment completion	-
10. Transportation to public offices	100%
11. Waiting time at public offices	100%

The implementation plan of the Investigating Authority includes the following issues.

- **When a digital procedure administration system is implemented, the following benefits are obtained for the procedures of the Investigating Authority:**
 - The time invested in identifying and understanding the procedure requirements could be decreased if the procedure is simplified and if a digital system to manage it is implemented, by reducing contact data, as well information on legal representation or submission of technical, legal or statistical data.
 - Similarly, time invested in gathering existing information, most of all related to the company, the applicant, or the legal representative's contact information, legal accreditation requirements, statistical (financial, legal or technical) data of the company, whether, is reduced.

- Through digitisation, users may lower the time dedicated to filling formats, mainly by completing basic contact and legal representation information that may be already available at the IFT.
- The creation of backup files may be reduced almost to zero for the Investigating Authority procedures.
- Transportation time to public offices to carry out procedures under the Investigating Authority purview may be reduced 100%.
- As a result, waiting times at the offices follows the same downward trend.
- **When an online payment system is implemented, the following benefits are obtained for the Investigating Authority:**
 - Through digitisation, transportation expenses as part of duty payments may be reduced 100%. Nonetheless, this process will be gradually implemented. Currently, users must go at least twice to the IFT facilities to pick up and submit a payment code. A first stage may deal with implementing a system that allows companies and citizens to download the payment code through the procedure portal. Implementing this code requires an electronic duty calculator informed on business rules.

6.3.2. General Coordination of User Policy

Table 6.2 shows the decrease in time identified for the only procedure under the General Coordination of User Policy purview. The procedure related to complaints about telecommunication services already incorporates an electronic system; nevertheless, there is a possibility of simplification to then reduce the administrative burden.

Table 6.2. **Average anticipated decrease in time due to the simplification of the procedure of the General Coordination of User Policy**

Activity	Savings (%)
1. Identifying and understanding procedure requirements.	10%
2. Meetings with internal staff members	
3. Procurement of external services	
4. Meetings with external services providers	
5. Collecting existing information	10%
6. Collecting new information	
7. Filling formats	10%
8. Creating backup files	
9. Payment completion	
10. Transportation to public offices	
11. Waiting time at public offices	

The General Coordination of User Policy's implementation plan includes the following issues.

- **As the procedure management digital system is simplified, the following benefits are obtained for the procedure under the General Coordination of User Policy responsibility:**
 - Time invested in identifying and gathering the requirements of the procedure may be reduced.
 - Information provided by the citizens in the complaint system can be reduced. For instance, the telephone number can identify the operator. Currently, the *Soy Usuario* system is not linked to a database that may relate an operator to a telephone number; nevertheless, it would be worth assessing whether such database could help reduce the administrative burdens.
 - Using a citizen-friendly language in the *Soy Usuario* system may reduce administrative burdens. For example, by substituting terms such as *mobile telephone number* for *cell phone number*, *fixed line telephone service* for *home or office phone*, *portability* for *change of operator keeping my telephone number*, etc., it is possible to reduce barriers to start using technology platforms (for those that have access to them), because of the technicalities involved. In addition, a platform based on plain language reduces mistakes and time in filling applications and formats. Therefore, it is also important to include in the portal the requirements to comply with for each type of complaint and further reduce administrative burdens.

6.3.3. Economic Competition Unit

Table 6.3 shows the anticipated average decrease in the Economic Competition Unit.

Table 6.3. **Anticipated average decrease in time due to the simplification and digitisation of procedures of the IFT Economic Competition Unit**

Activity	Savings (%)
1. Identifying and understanding procedure requirements	13%
2. Meetings with internal staff members	3%
3. Procurement of external services	-
4. Meetings with external services providers	-
5. Collecting existing information	54%
6. Collecting new information	5%
7. Filling formats	14%
8. Creating backup files	85%
9. Payment completion	-
10. Transportation to public offices	90%
11. Waiting time at public offices	90%

The implementation plan for the Economic Competition Unit includes the following issues.

- **When a digital procedure administration system is implemented, the following benefits are obtained for the procedures of the Economic Competition Unit:**
 - The time invested in identifying and understanding the procedure requirements could be decreased if they are simplified and if a digital system to manage them is implemented. When requirements to deliver contact data, legal representation data or technical, legal or statistical information are reduced, the time it takes to identify and understand the procedure is also reduced.
 - The digital system would store information temporarily, which would allow freeing up time during internal meetings to review and upload information.
 - Delivery of existing information is reduced when procedures are digitised, as well as the time devoted to this activity. It mainly involves contact data of the company or the applicant, contact data or supporting requirements of the legal representative, and statistical (financial, legal or technical) information on the company.
 - Procedure simplification and digitisation decreases the time devoted to filling formats, since users would have a profile with pre-loaded basic information. Each time the user uploads information onto the system, the data would be updated or modified.
 - Backup file creation would also be significantly reduced. It is assumed that the digital system does not only save contact information, but also allows issuing certificates of compliance obligations, which diminishes storage of notifications or certificates in paper.
 - Digitisation allows the highest possible decrease in transportation to public offices because the interaction between the authority and the users would take place through digital means. Although this may be practically a 100% decrease, it is foreseen that, even in the face of digitisation, some companies will still visit the IFT offices.
 - Waiting times in public offices would also be reduced with procedure digitisation in the Economic Competition Unit. As in the previous case, some companies will still visit the physical facilities.
- **Simplification and generation of support guides to fill procedures and formats may reduce the time invested in generating new information. This is particularly relevant for the Economic Competition Unit.**
- **When an online payment system is implemented, the following benefits are obtained for the procedures of the Economic Competition Unit:**
 - Through digitisation, transportation expenses as part of duty payments may be reduced 100%. Nonetheless, this process will be gradually implemented. Currently, users must go at least twice to the IFT facilities to pick up and submit a payment code. A first stage may deal with implementing a system that allows companies and citizens to download the payment code through the procedure portal. Implementing this code requires an electronic duty calculator informed on business rules.

6.3.4. Concessions and Services Unit

Table 6.4 shows the anticipated average decrease in the Concessions and Services Unit.

Table 6.4. **Anticipated average decrease in time due to the simplification and digitisation of procedures of the IFT Concessions and Services Unit**

Activity	Savings (%)
1. Identifying and understanding procedure requirements	28%
2. Meetings with internal staff members	15%
3. Procurement of external services	18%
4. Meetings with external services providers	18%
5. Collecting existing information	46%
6. Collecting new information	17%
7. Filling formats	31%
8. Creating backup files	75%
9. Payment completion	37%
10. Transportation to public offices	81%
11. Waiting time at public offices	81%

The implementation plan for the Concessions and Services Unit includes the following aspects.

- **When a digital procedure administration system is implemented, the following benefits are obtained for the procedures of the Concessions and Services Unit:**
 - The time invested in identifying and understanding the procedure requirements could be decreased if they are simplified and if a digital system to manage them is implemented. When requirements to deliver contact data, legal representation data or technical, legal or statistical information are reduced, the time it takes to identify and understand the procedure is also reduced.
 - For some procedures, simplification and digitisation may reduce meetings with internal staff members by eliminating part of the information requested. In addition, the digital system would store information temporarily, which would allow freeing up time during internal meetings to review and upload the information. Eliminating procedures is proposed for the Concessions and Services Unit, so this activity would disappear 100% for these procedures.
 - Delivery of existing information is reduced when procedures are digitised, as well as the time devoted to this activity. It mainly involves contact data of the company or the applicant, contact data or supporting requirements of the legal representative, and statistical (financial, legal or technical) information on the company.

- Procedure simplification and digitisation decreases the time devoted to filling formats, since users would have a profile with pre-loaded basic information. Each time the user uploads information onto the system, the data would be updated or modified.
- Backup file creation would also be significantly reduced. It is assumed that the digital system does not only save contact information, but also allows issuing certificates of compliance obligations, which diminishes storage of notifications or certificates in paper.
- Digitisation allows the highest possible decrease in transportation to public offices because the interaction between the authority and the users would take place through digital means. Although this may be practically a 100% decrease, it is foreseen that, even in the face of digitisation, some companies will still visit the IFT offices.
- Waiting times in public offices would also be reduced with procedure digitisation in the Economic Competition Unit. As in the previous case, some companies will still visit the physical facilities.
- **When an online payment system is implemented, the following benefits are obtained for the procedures of the Concessions and Services Unit:**
 - Through digitisation, transportation expenses as part of duty payments may be reduced 100%. Nonetheless, this process will be gradually implemented. Currently, users must go at least twice to the IFT facilities to pick up and submit a payment code. A first stage may deal with implementing a system that allows companies and citizens to download the payment code through the procedure portal. Implementing this code requires an electronic duty calculator informed on business rules.
- **Elimination of the following procedures was proposed by the Concessions and Services Unit itself:**
 - UCS-02-001, Application for the concession of orbital resources and, if applicable, a single telecommunications concession
 - UCS-03-017, Application to perform technical modifications of FM radio stations: change of height of structural support
 - UCS-03-019, Application for approval of an additional channel to perform simultaneous digital transmissions to the analogous channel
 - UCS-01-006, Application for access to the Electronic Registration System of Tariffs of the Public Registry of Concessions
 - UCS-04-041, Application to assign home and destination Long Distance Operator Identification codes (ABC/BCD)
 - UCS-04-025, Application to approve the installation of cross-border links for International Public Traffic involving the use of the radio-electric spectrum

- UCS-01-010, Application for biannual registration to the Public Registry of Concessions of information related to the facilities that serve as Interconnection Points by the concessionaries of public telecommunications networks
- UCS-02-008, Application for transition or consolidation of an exclusive commercial use concession
- UCS-01-003, Notice of termination or rescission of international interconnection agreements
- UCS-04-029, Application to approve the modification of social bylaws in the Authorisations to establish and operate or exploit the commercialisation of telecommunications services
- UCS-04-035, Application to approve technical modifications in the Authorisations to establish and operate or exploit a telecommunications services trading firm
- UCS-01-008, Application for registration of advertising services and spaces fees for broadcasting concessionaires in the Public Registry of Concessions
- For the procedures proposed for elimination, the time dedicated to all standard activities is eliminated 100%.

6.3.5. Compliance Unit

Table 6.5 shows the anticipated average decrease for the procedures of the Compliance Unit.

Table 6.5. **Anticipated average decrease in time due to the simplification and digitisation of the procedures of the IFT Compliance Unit**

Activity	Savings (%)
1. Identifying and understanding procedure requirements	37%
2. Meetings with internal staff members	26%
3. Procurement of external services	31%
4. Meetings with external services providers	31%
5. Collecting existing information	47%
6. Collecting new information	26%
7. Filling formats	40%
8. Creating backup files	79%
9. Payment completion	27%
10. Transportation to public offices	87%
11. Waiting time at public offices	87%

The implementation plan for the Compliance Unit includes the following aspects.

- **When a digital procedure administration system is implemented, the following benefits are obtained for the procedures of the Compliance Unit:**

- The time invested in identifying and understanding the procedure requirements could be decreased if they are simplified and if a digital system to manage them is implemented. When requirements to deliver contact data, legal representation data or technical, legal or statistical information are reduced, the time it takes to identify and understand the procedure is also reduced.
- For some procedures, simplification and digitisation may reduce meetings with internal staff members by eliminating part of the information requested. In addition, the digital system would store information temporarily, which would allow freeing up time during internal meetings to review and upload the information. Eliminating procedures is proposed for the Compliance Unit, so this activity would eliminate 100% for these procedures.
- Delivery of existing information is reduced when procedures are digitised, as well as the time devoted to this activity. It mainly involves contact data of the company or the applicant, contact data or supporting requirements of the legal representative, and statistical (financial, legal or technical) information on the company.
- Backup file creation would also be significantly reduced. It is assumed that the digital system does not only save contact information, but also allows issuing certificates of compliance obligations, which diminishes storage of notifications or certificates in paper.
- Digitisation allows the highest possible decrease in transportation to public offices because the interaction between the authority and the users would take place through digital means. Although this may be practically a 100% decrease, it is foreseen that, even in the face of digitisation, some companies will still visit the IFT offices.
- Waiting times in public offices would also be reduced with procedure digitisation in the Compliance Unit. As in the previous case, some companies will still visit the physical facilities.
- **When an online payment system is implemented, the following benefits are obtained for the procedures of the Compliance Unit:**
 - Through digitisation, transportation expenses as part of duty payments may be reduced 100%. Nonetheless, this process will be gradually implemented. Currently, users must go at least twice to the IFT facilities to pick up and submit a payment code. A first stage may deal with implementing a system that allows companies and citizens to download the payment code through the procedure portal. Implementing this code requires an electronic duty calculator informed on business rules.
- **Elimination of the following procedures was proposed by the UC:**
 - UC-01-011, Submission of a notice of allocation of service centres to groups of local service centres
 - UC-01-012, Submission of local service reports
 - UC-01-013, Submission of information on international long distance operators

- UC-01-014, Application to authorise model contracts for long distance operators to be executed with their users
- UC-01-017, Submission of the report on the installation of one or more long distance exchanges
- UC-01-019, Submission of information related to local service lines
- UC-01-021, Annual presentation of information regarding the source and destination of the income of the concessionaires of social use that provide the broadcasting service
- For the procedures proposed for elimination, the procurement of external services is eliminated 100%.
- As in the previous case, the elimination of procedures and requirements reduces the time devoted to the meeting with external staff members.
- For the procedures proposed for elimination, the time devoted to provide new information is eliminated 100%.

6.3.6. Media and Audio-visual Content Unit

Table 6.6 shows the anticipated average decrease for the procedures of the Media and Audio-visual Content Unit.

Table 6.6. **Anticipated average decrease in time due to the simplification and digitisation of the procedures of the IFT Media and Audio-visual Content Unit**

Activity	Savings (%)
1. Identifying and understanding procedure requirements	45%
2. Meetings with internal staff members	40%
3. Procurement of external services	40%
4. Meetings with external services providers	40%
5. Collecting existing information	57%
6. Collecting new information	40%
7. Filling formats	50%
8. Creating backup files	80%
9. Payment completion	33%
10. Transportation to public offices	87%
11. Waiting time at public offices	87%

The implementation plan for the Media and Audio-visual Content Unit includes the following aspects.

- **When a digital procedure administration system is implemented, the following benefits are obtained for the procedures of the Media and Audio-visual Content Unit:**
 - The time invested in identifying and understanding the procedure requirements could be decreased if they are simplified and if a digital system to manage them is implemented. When requirements to deliver contact data, legal representation data or technical, legal or statistical information are reduced, the time it takes to identify and understand the procedure is also reduced.
 - For some procedures, simplification and digitisation may reduce meetings with internal staff members by eliminating part of the information requested. In addition, the digital system would store information temporarily, which would allow freeing up time during internal meetings to review and upload the information.
 - Delivery of existing information is reduced when procedures are digitised, as well as the time devoted to this activity. It mainly involves contact data of the company or the applicant, contact data or supporting requirements of the legal representative, and statistical (financial, legal or technical) information on the company.
 - Procedure simplification and digitisation decreases the time devoted to filling formats, since users would have a profile with pre-loaded basic information. Each time the user uploads information onto the system, the data would be updated or modified.
 - Backup file creation would also be significantly reduced. It is assumed that the digital system does not only save contact information, but also allows issuing certificates of compliance obligations, which diminishes storage of notifications or certificates in paper.
 - Digitisation allows the highest possible decrease in transportation to public offices because the interaction between the authority and the users would take place through digital means. Although this may be practically a 100% decrease, it is foreseen that, even in the face of digitisation, some companies will still visit the IFT offices.
 - Waiting times in public offices would also be reduced with procedure digitisation in the Compliance Unit. As in the previous case, some companies will still visit the physical facilities.
- **When an online payment system is implemented, the following benefits are obtained for the procedures of the Media and Audio-visual Content Unit:**
 - Through digitisation, transportation expenses as part of duty payments may be reduced 100%. Nonetheless, this process will be gradually implemented. Currently, users must go at least twice to the IFT facilities to pick up and submit a payment code. A first stage may deal with implementing a system that allows companies and citizens to download the payment code through the procedure portal. Implementing this code requires an electronic duty calculator informed on business rules.

- **Elimination of the following procedures, which were proposed by the UMCA:**
 - UMCA-02-002, Application of authorisation of early use of Virtual Channels
 - UMCA-02-003, Information on dissemination actions related to the commencement of use of the Allocated Virtual Channel
 - In the UMCA, the elimination of procedures is proposed, so this activity would disappear 100% for such procedures.

6.3.7. Regulatory Policy Unit

Table 6.7 shows the anticipated average decrease for the procedures of the Regulatory Policy Unit.

Table 6.7. **Anticipated average decrease in time due to the simplification and digitisation of the procedures of the IFT Regulatory Policy Unit**

Activity	Savings (%)
1. Identifying and understanding procedure requirements	17%
2. Meetings with internal staff members	-
3. Procurement of external services	10%
4. Meetings with external services providers	10%
5. Collecting existing information	33%
6. Collecting new information	-
7. Filling formats	23%
8. Creating backup files	70%
9. Payment completion	-
10. Transportation to public offices	80%
11. Waiting time at public offices	80%

The implementation plan for the Regulatory Policy Unit includes the following aspects.

- **When a digital procedure administration system is implemented, the following benefits are obtained for the procedures of the Regulatory Policy Unit:**
 - The time invested in identifying and understanding the procedure requirements could be decreased if they are simplified and if a digital system to manage them is implemented. When requirements to deliver contact data, legal representation data or technical, legal or statistical information are reduced, the time it takes to identify and understand the procedure is also reduced.
 - The elimination of requirements for information could reduce somehow the procurement of external services.

- Reducing the procurement of external services would also reduce the time devoted to meetings.
- Delivery of existing information is reduced when procedures are digitised, as well as the time devoted to this activity. It mainly involves contact data of the company or the applicant, contact data or supporting requirements of the legal representative, and statistical (financial, legal or technical) information on the company.
- Procedure simplification and digitisation decreases the time devoted to filling formats, since users would have a profile with pre-loaded basic information. Each time the user uploads information onto the system, the data would be updated or modified.
- Backup file creation would also be significantly reduced. It is assumed that the digital system does not only save contact information, but also allows issuing certificates of compliance obligations, which diminishes storage of notifications or certificates in paper.
- Digitisation allows the highest possible decrease in transportation to public offices because the interaction between the authority and the users would take place through digital means. Although this may be practically a 100% decrease, it is foreseen that, even in the face of digitisation, some companies will still visit the IFT offices.
- Waiting times in public offices would also be reduced with procedure digitisation. As in the previous case, it is foreseen that some companies will still visit the physical facilities.
- **When an online payment system is implemented, the following benefits are obtained for the procedures of the Regulatory Policy Unit:**
 - Through digitisation, transportation expenses as part of duty payments may be reduced 100%. Nonetheless, this process will be gradually implemented. Currently, users must go at least twice to the IFT facilities to pick up and submit a payment code. A first stage may deal with implementing a system that allows companies and citizens to download the payment code through the procedure portal. Implementing this code requires an electronic duty calculator informed on business rules.

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Annex 6.A. Necessary resources to carry out the recommendations

Recommendation	Requirements of human capital	Requirements of material resources
<ol style="list-style-type: none"> Put in place an interoperable system for sharing information between administrative units. This will allow having a single communication channel with businesses and citizens. Set up a flexible system to allow constant changes in the profile of users, as adding or modifying information while the procedure is ongoing. Map the internal process of procedures and consider its reengineering. Establish an online payment system. Improve the communication in the internal management of procedures. 	<ul style="list-style-type: none"> Specialist in data architecture. Specialist in IT and development of systems. 	<ul style="list-style-type: none"> Software y hardware for processing and storage of data.
<ol style="list-style-type: none"> Complete the mapping of the internal and external process of all the procedures. 	<ul style="list-style-type: none"> Specialist in mapping of procedures. Specialist in judicial analysis for evaluating the legality of procedures. 	
<ol style="list-style-type: none"> Update and publish the information of the procedures in the webpage. Use standardised formats instead of a writ. 	<ul style="list-style-type: none"> Specialist in communication for the use of citizen language in procedures. IT Specialist to upload the information of procedures into the digital registry of procedures. 	

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Improving Procedures at the Federal Institute of Telecommunications

Measuring and Reducing Administrative Burdens

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