Центр экономического и финансового консалтинга

Introducing Elements of E-Government in Russia: Achievements, Lessons Learnt, and Possible Prospects

Центр экономического и финансового консалтинга

Yelena Dobrolyubova General Director Center for Economic and Financial Consulting

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Introducing E-Government Principles: Background

- 2002: Federal Earmarked Program *Electronic Russia 2002 2010* adopted (broad approach to introducing ICT in various spheres)
 - Enhancing legislation and state regulation in ICT area;
 - Ensuring public administration openness and free access to public information resources;
 - Improving public administration and self government performance based on ICT introduction;
 - Improving interaction of public authorities and economic agents and introduction of ICT in real sector of economy;
 - Developing a training system for ICT specialists and qualified users;
 - Developing independent mass media based on ICT implementation;
 - Developing telecommunication infrastructure and creating points for access to open information systems;
 - Developing e-commerce system;
 - Generating public support for program activities.
- 2002: Federal Law on Electronic Digital Signature approved
- 2002 2005: Departmental Programs aimed at introduction of ICT in

separate sectors

•Federal modernization programs in the areas of tax and customs

administration, treasury systems

•Pilot ICT projects at the regional level

2005: Concept for Administrative Reform in the Russian Federation (2006

- 2008) approved by the Government



Introducing E-Government Principles: Background (2)

2006: Federal Earmarked Program *Electronic Russia (2002 – 2010)* amended to ensure coordination with administrative reform activities (focus on improved public service delivery)

- Enhancing quality and efficiency of public governance based on interdepartmental exchange and effective use of ICT;
- Broadening public access to information;
- Ensuring protection and security of the data used for public administration purposes, incl. personal data;
- Eliminating cases of duplication of data required to be submitted by citizens and organizations to public authorities;
- Improving timeliness of public service provision, introducing 'single window' concept;
- Improving the system for information and analytical provision of public governance, ensuring official status of electronic interaction (G2G, G2B, G2C);
- Improving management effectiveness in the area of ICT introduction into public administration activities;
- Training public officials in ICT area.



Introducing E-Government Principles: What's Planned

2008: Concept of Introducing E-Government in Russia by 2010 adopted

Objectives:

- Improving quality and accessibility of public services (G2C, G2B), simplification of procedures, reducing time and administrative costs related to public services, introducing single service standards;
- Improving openness of information on public authorities' activities and broadening access to information and civic participation in decision making and policy evaluation processes at all governance levels;
- Improving quality of administrative and management processes;
- Improving information and analytical provision of decisions made, ensuring control over public authorities' performance efficiency and required level of information security of electronic government

Activities:

Decision making support analytical systems; e-services; call centers; multi-functional centers for public services; intra-governmental document turnover; planning and performance evaluation systems, etc.

Expected socio-economic outcomes:

- Reduction in labor costs for interdepartmental exchange of information by 50%
- Reduction of administrative costs born by businesses and citizens (savings ca. US\$300 M)
- Additional growth in domestic ICT sector by 10%

2009: Federal Law on Public Access to Information on Public Authorities' Activity

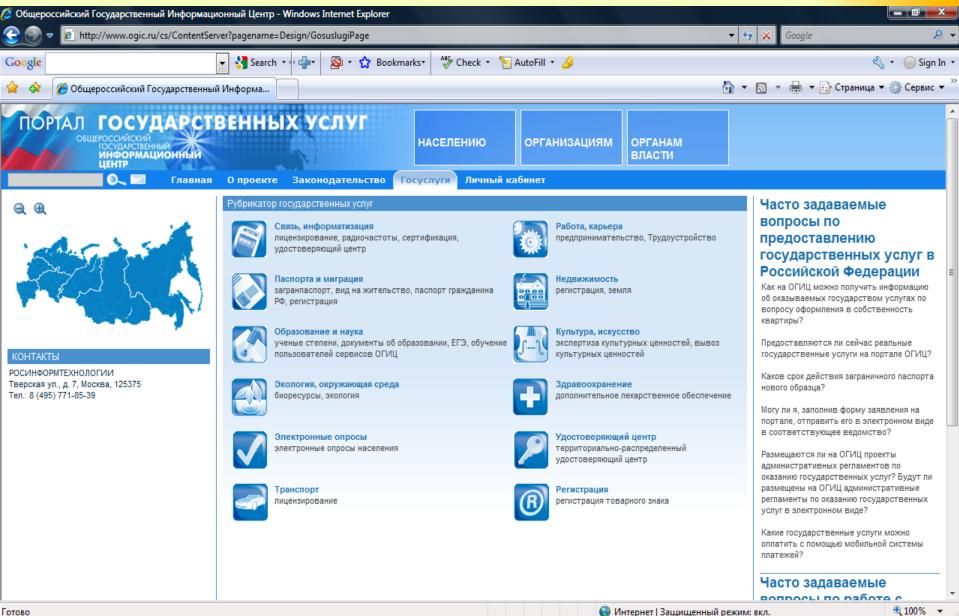
Introducing E-Government Principles: What's Done

- Internet traffic growth and improved access to Internet through collective use points
 - Internet traffic in Jan-Sep 2008 grew 2.7 times compared to Jan-Sep 2007
 - Use of collective access points grew by 89% for the same period
- Significant progress in introducing ICT at departmental level (soft & hard)
- Improved access to information on public administration activity and public services
 - Websites of federal, regional, and local authorities
 - Video blogs and Internet Receptions
- Broadened opportunities to participate in decision-making/policy evaluation
 - Forums and independent expertise of administrative regulations stipulating procedures for rendering public services and implementing public functions
- Introduction of e-auctions for public procurement purposes
 - Federal level & most regions
- Introduction of E-services in selected sectors & localities
 - Portal of public services developed at the federal level and in several regions;
 - E-services actively used in selected sectors (i.e. tax, customs administrations);
 - Pilot projects on e-services and contact-less service provision in regions and municipalities (i.e. Samara region; Zelenograd okrug)
- Introduction of electronic documents turnover systems
 - At the agency level in most federal authorities and some regions (i.e. Chuvash Republic);
 - For inter-departmental communications in 18 federal authorities
- Introduction of performance monitoring and evaluation systems
 - M&E of National Projects Implementation (i.e. *Health, Education, Housing, and Agriculture*)
 - M&E of performance of federal executive bodies
 - Information and Analytical support for Russia's top officials under construction

Examples of Implementation: Access to Information – the President's Video Blog



Examples of Implementation: Federal Portal of Public Services



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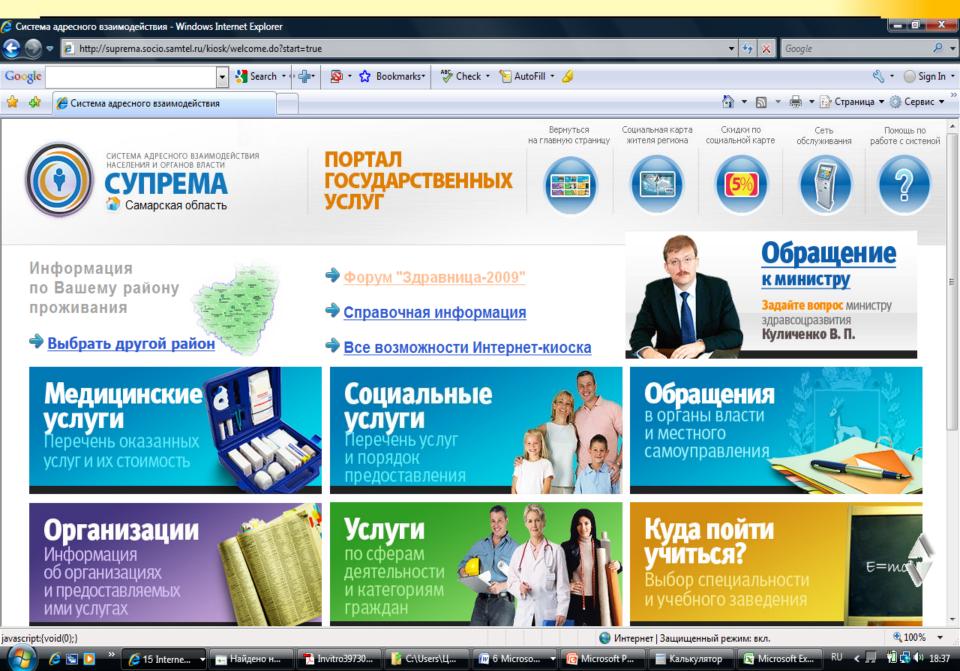
- Launched in 2008
- Information on public services for citizens, businesses, and public authorities containing:
 - administrative regulations of the procedures for rendering public service;
 - contact data for points of service provision;
 - interactive forms that can be filled out to request a service
 - guidelines for filling out the interactive forms

 Areas covered include: communication; passports & migration; education & science; environment; transport; employment; real estate; culture and arts; health; registration of trademarks

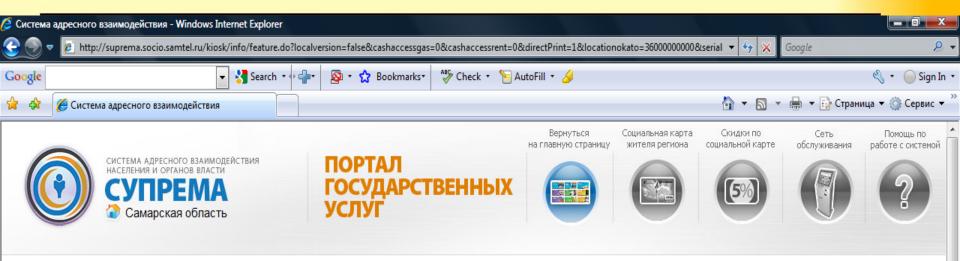
• Similar portals launched in several Russian regions (e.g. Saratov)



Examples of Implementation: E-Services Portal in Samara Region



Examples of Implementation: E-Services Portal in Samara Region



Возможности социальной карты

Воспользоваться платежной социальной картой можно в магазинах, банкоматах и Интернет-киосках.

Социальная карта — именная пластиковая карта. Карта выдается бесплатно жителям Самарской области в органах социальной защиты населения по месту жительства и предоставляет своим владельцам возможность взаимодействия с органами власти Самарской области при помощи Интернет-киосков, расположенных в управлениях социальной защиты населения, поликлиниках и других учреждениях городов и районов Самарской области.



О наличии такой возможности говорит специальная наклейка с логотипом «VISA Electron» на банкомате,



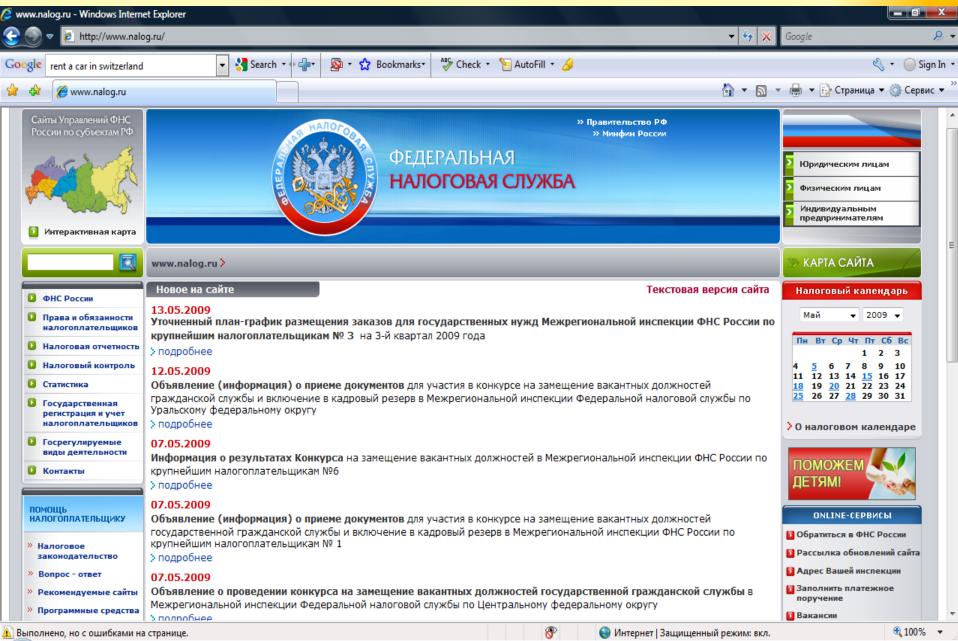


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Examples of Implementation: Tax Administration



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Examples of Implementation: Tax Administration

On-line Services

- Contact Tax Service
- Apply for vacancies in tax service
- Subscribe to website news
- Find out the local tax office
- Get information from Single Taxpayer Register
- Check if the business is at-risk

Electronic Filing

- Introduced in 2004
- Mandatory for firms with more than 100 employees
- Provides opportunity for submitting tax declarations and reviewing the current status of tax account for all taxpayers-firms.



Examples of Implementation: E-Government in Zelenograd Okrug, Moscow

- Information on all local public services provided on the local authority website;
- All forms & contact data presented on the local authority website;
- Single Window principle introduced based on a special Contact Center
- Number of documents submitted by citizens and businesses reduced (all documents that could be provided by other authorities are collected without requestor's participation)
- Number of personal visits reduced
- Some services can be ordered through call center with result documents sent by mail
- Notifications on documents readiness sent out to requestors' emails



- Focus is needed: vague vision brings vague results
 - Large procurements of ICT in early 2000s did not lead to visible improvements in service delivery
- Coordination of departmental systems is key, however, resistance is high
 - In many cases information exchange is inefficient, systems do not support inter-operability
 - In some cases corruption prevents from introduction of new ICTbased procedures for more efficient and effective service delivery
- Changes in administrative culture are slow but not less important than proper legal regulation
 - In most cases e-filing systems are duplicated by paperwork
- Pilot projects are useful but mainstreaming experience faces challenges
 - ICT solutions should lead to cost reduction & improved effectiveness, not vice versa
- Broad variations in socio-economic development of Russian regions and municipalities place a challenge



- Focus on introduction of e-services & better public transparency
- Broader use of ICT-based analytical systems for decision making, monitoring and evaluation at the top level ('GAS Upravlenie')
 - Developing 'electronic work places' for the President, Government Chair and his Deputies
 - Projects for implementation of Core Directions of Government Activity till 2012
- Continued pressure for coordination of departmental information systems
- Ensuring legality of electronic document turnover
- Free dissemination of standard software developed for public administration needs to regional & local administrations



Thank you for your attention!

Center for Economic and Financial Consulting + 7 499 246 53 26 www.cefc.ru dobrolyubova@cefc.ru