CONT_ACT Riga,

E-government – Content and activities



Saint-Petersburg Government 2013

ICT in the Russian Federation





E-services provision in the Russian Federation



E-government system advantages

Multiple channel to services provision

- E-reception of state and municipal services portals
- Alternative versions of portals: mobile version, version for partially sighted;
- Mobile applications;
- Multifunctional centers of e vices provision (MFC).



Developed system of MFC

- Services receipt based on the system of «one window»;
- Convenient working hours;
- Convenient location;
- Maximum reduce of time spent in queues;
- Applicants informing about the order, ways and conditions of e-services provision.

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Applicants maximum awareness of the situation in the e-service provision

- Feedback in the process of services provision;
- Capacity to get information about the application for service provision any time;
- Clear structure of public authorities activities within service provision.



Russian Federation role in state services provision



Government role in state services provision



Norms and indictors setting that are to be reached;

Legislative acts approvement about the Russian Federation system of E-government; implementation of the set regulations

Control of the set regulations implementation;

Control of the state services provision process;

Development of administrative regulations for state services provision;

System funding;

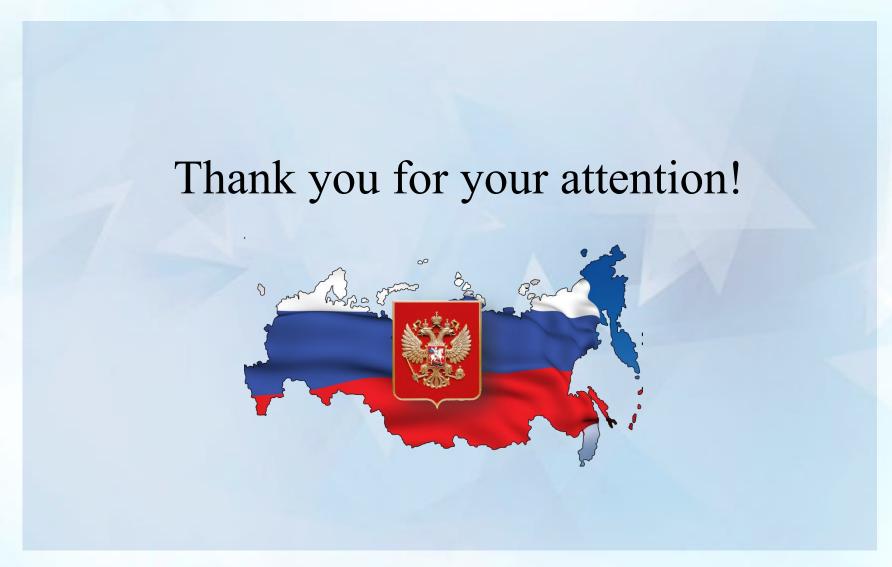


Private sector role in state services provision



Possibility to exercise narrow control over service system;

Higher quality of order regulation.



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