

CONT_ACT Riga,

E-government –
Content and activities



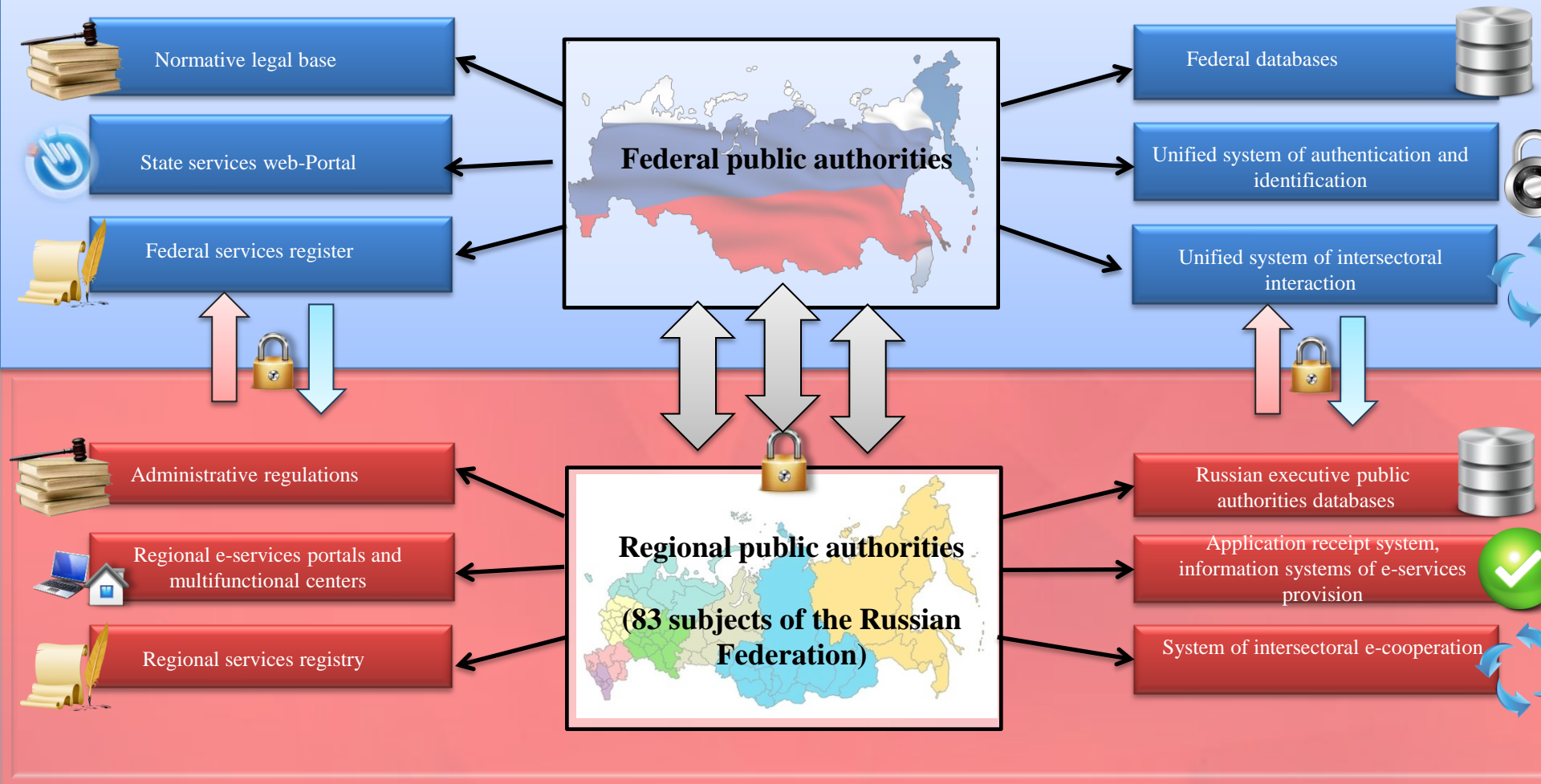
Saint-Petersburg Government

2013

ICT in the Russian Federation



E-government of 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-services 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.



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 indicators setting that are to be reached;
- ✓ Legislative acts approval 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.

Thank you for your attention!



St. Petersburg government

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