How to Make Public Service Efficient in Ukraine Municipalities

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Public Administration Reform

The **first evaluation of the performance** of civil servants was conducted.

In 2018, for the **first time, a comprehensive assessment of the public administration system was conducted** by SIGMA in accordance with the methodology applied to the candidate countries for accession to the EU.

58 directorates have been established for policy making, strategic planning and Eurointegration, in which more than 550 new civil servants have already started work on reform staff positions (RSPs).
Trembita
the System of Electronic Interaction of State Registers

It’s a possibility for Ukrainians **won't have need to turn to state authorities** physically in 98% of cases.

It’s an opportunity **to structure registers and optimize** their costs.

Improvement **in the quality of providing online and offline** administrative services to citizens.

The **first interactions** through the Trembita system will take place **in May 2019**.
760 centers of administrative services are operating in Ukraine

Almost 85% of them do not have information management systems for service delivery

The Vulyk information system is being implemented by the Academy of Electronic Governance (Estonia) in cooperation with the State Agency for E-Governance of Ukraine with the support of the Government of Ukraine as part of the U-LEAD EGOV4UKRAINE support program project
Thank you for attention!