

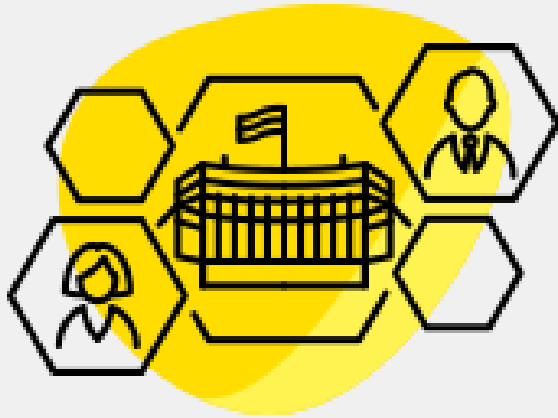
# How to Make Public Service Efficient in Ukraine Municipalities

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State Agency for e-Governance of Ukraine



STATE AGENCY  
FOR E-GOVERNANCE  
OF UKRAINE

# Public Administration Reform



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

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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

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**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

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

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

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

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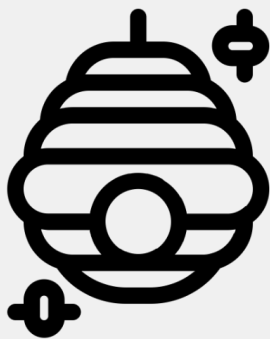
The **first interactions** through the Trembita system will take place **in May** 2019



trembita

# Vulyk

the System of Optimization of the Work of the CAS of Ukraine



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**760 centers of administrative services**  
are operating in Ukraine

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

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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!**