

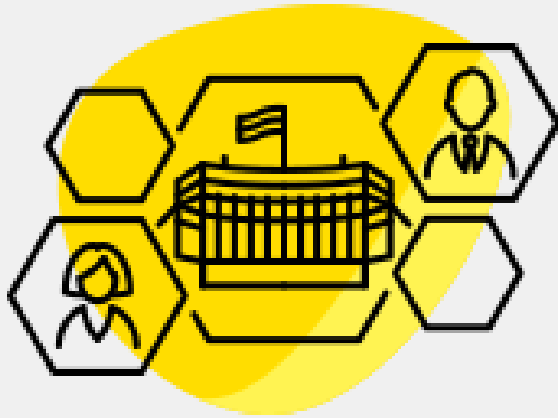
How to Make Public Service Efficient in Ukraine Municipalities

Oleksandr Ryzhenko
State Agency for e-Governance of Ukraine



STATE AGENCY
FOR E-GOVERNANCE
OF UKRAINE

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

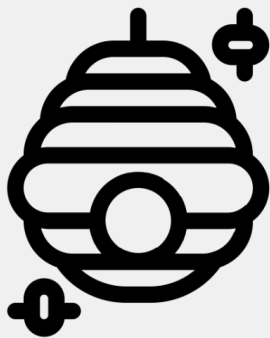
The **first interactions** through the Trembita system will take place **in May** 2019



Trembita

Vulyk

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



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!