



E-Government

Increasing capacity of Local Authorities in providing e-services in Ida-Virumaa-Leningrad oblast cross-border areas

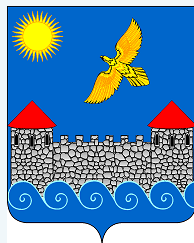
E-G2C

Priority 3

Promotion of people to people cooperation

Measure 3.1

Development of local initiative, increasing administrative capacities of local and regional authorities





Short summary of the project

The public sector services in obtaining specific information and documents for the citizens of the border areas are not rendered in the way they should be in the modern information society. Discrepancy between existing citizens' needs and administrative capacity, especially if they are located on the opposite sides of the border, results in major time and material losses.

Opportunities in using e-Government solutions by public authorities both internally and across the border are underutilized. As a result, the inhabitants of border areas, when applying to public services (mostly on property matters, burials, wages and employment records), must consider multiple mandatory administrative, lingual and other barriers and procedures existing in public institutions on both sides of the border.

Limited access to important public information and communication sources increases the urban-rural disparities in the Programme area, hampers people to people communication; execution of rights of the elderly, handicapped and similar groups of population in getting information and services doesn't match the European human society standards.

E-Government development on both sides of the border is different and both sides have their specific problems. It is important to prepare concept and implement cooperative pilot projects to improve service provision, taking into account the need to offer services in partner countries on the same ICT and quality level.

Cross-border cooperation in solving identical problems is essential for implementation of this project. Only jointly developed solutions will set ground for practical e-governance which expands the boundaries of local authorities' capacities and makes public service friendlier for end-users irrespective of which side of the border they live on.

Overall objective

To increase the administrative capacity and e-readiness of local and regional authorities in providing socially significant public e-services through cooperation and implementation of e-government solutions in cross-border regions

Specific objectives

- ✦ To create solutions (including related legal regulations, administrative process, data structure, ICT architecture and users' competences) to enable the provision of cross-border municipal e-services
- ✦ To create and implement socially most relevant e-services engaged in archive documentation in the project partners municipalities
- ✦ To disseminate information about tested and approved e-solutions to other interested local and regional authorities in the Program area

Beneficiary

e-Governance Academy Foundation (Estonia)

Partners

- ✦ **St.Petersburg National Research University of Information Technologies, Mechanics and Optics, eGovernment Center Center** (Russia)
 - ✦ **International Association "e-Signature Without Borders"** (Estonia)
 - ✦ **Narva BAS Foundation** (Estonia)
 - ✦ **Kingisepp Region Municipality** (Russia)
 - ✦ **Slantsy Region Municipality** (Russia)
 - ✦ **Narva Municipality** (Estonia)
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Expected results

- ✚ **Analysis and development of common approach** to using cross-border public e-services.
 - Cross recognition of digital documents in the field of archiving ensured by 2 agreements on eligibility of e-documents exchange and on digital signature acceptance agreement drafted and signed by partner municipalities
 - Increased awareness and skills on eGovernance of public servants in partner municipalities based on the analysis of citizen's demand of public services
- ✚ **Preparation and creation of selected e-services** in Project partner municipalities. Consistent and unified organizational and technical system designed and introduced for provision of two selected on-line information e-services (e-archive data on the burials and e-archive data on employment/wages record), as a result of this:
 - Total duration of selected services provision reduced by 30%
 - Approximately 200 new requests for archive files digitalized
 - Availability of services to the citizens increased
 - Transparency of processing of the services increased
 - Internal costs and time in provision of selected services reduced
 - Workload of archive employees in processing one request decreased by 50%
- ✚ **Implementation and testing.**
 - Data necessary for selected e-services provision continuously converted into the e-format (query-based) and stored in a form suitable for computerized processing
 - Officials and archive specialists from Partner municipalities are trained within 6 training courses to provide 2 e-archive services (approx. 100 people)
 - One methodological handbook in 3 languages for target groups prepared (600 handbooks, 200 pcs. for each language)
 - 2 e-archive services in Project partner municipalities archives piloted, tested and evaluated by the target groups

Final beneficiaries

- ✚ **Population of Partner regions**
- ✚ **Local and regional authorities**
- ✚ **Any physical or legal entities within the border regions providing public services**

Duration

18 months

Budget

Total budget: 199 337,00 EUR

Programme co-financing: 179 403,30 EUR (90%)

Project co-financing: 19 933,70 EUR (10%)

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