PROMOTING ECONOMIC PROGRESS AND SECURITY IN THE OSCE AREA THROUGH INNOVATION, HUMAN CAPITAL DEVELOPMENT AND GOOD PUBLIC AND CORPORATE GOVERNANCE

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ENHANCING GOOD GOVERNANCE, TRANSPARENCY AND THE FIGHT AGAINST CORRUPTION THROUGH DIGITALISATION

PUBLIC ADMINISTRATION REFORM – 5 PILLARS

DECENTRALIZATION

DEPOLITIZATION

PROFESSIONALIZATION

RATIONALIZATION

MODERNIZATION – FROM TRADITIONAL CONCEPT TO E-GOV
DIGITALIZATION AS A TOOL FOR GOOD GOVERNANCE

1. CITIZEN CENTRIC
2. ONE STOP SHOP
3. ONLY ONCE
4. NO WRONG DOOR
5. USER FRIENDLY FOR ALL
6. TRANSPARENCY
7. SAVINGS (TIME AND MONEY) FOR ALL

DIGITALIZATION AS A TOOL FOR INTEGRITY (G2G)

SOFTWARE FOR INTEGRITY PLAN DEVELOPMENT

SYSTEMATIC MECHANISM FOR ENSURING FUNCTIONAL AND CORRUPTION FREE IMPLEMENTATION OF REGULATIONS
PREVENTIVE ANTICORRUPTION MEASURE AS A RESULT OF THE SELF-ASSESSMENT OF THE INSTITUTION’S EXPOSURE TO CORRUPTION RISKS
ENSURE THE EFFICIENT AND EFFECTIVE FUNCTIONING OF INSTITUTIONS BY SIMPLIFYING COMPLICATED AND ELIMINATING UNNECESSARY PROCEDURES,
PROVIDES CONTROLLING AND REDUCING DISCRETIONARY POWERS
ESTABLISHING AN EFFECTIVE CONTROL SYSTEM, ELIMINATING INEFFICIENT PRACTICE AND EDUCATION
ENABLING NEW PROPOSALS FOR STRENGTHENING ANTICORRUPTION CAPACITIES.
WEB BASED APP - SOFTWARE ALREADY CONTAINS RISK AREAS, CHECK LIST WITH SOME MEASURES FOR IMPROVING INTEGRITY
OSS FOR PARENTS OF NEWBORNS (G2C)

CONTEXT AND OBJECTIVES

GOVERNMENT PRIORITY: Simplification of procedures, improvement of administrative services, quality, removal of administrative burden, development of e-government.

BASELINE: Very complicated and time-consuming administrative procedures linked with childbirth + associated costs.

TOP-DOWN INICIATIVE: Based on interviews with citizens – users of services.

LEADERSHIP: PM’S OFFICE (DELIVERY UNIT) + MINISTRY OF PUBLIC ADMINISTRATION.

BEFORE

- TIME (PARENTS): 7 HOURS OVER TWO TO THREE WEEKS, 5-7 STEPS
- FILLING OUT FORMS
- COST: 300.000 EUR ANNUALLY
- EXCHANGE OF PAPER DOCUMENTS

AFTER

- TIME (PARENTS): 15 MINUTES, 1 STEP
- NO FORMS FILLED BY PARENTS, AN ID NEEDED ONLY
- COST: 0
- EXCHANGE OF DATA AND ELECTRONIC DOCUMENTS
- ALL 153 HOSPITALS INCLUDED
- 30.000 E REGISTRATION (JANUARY 2018)
- CONSTANT SUPPORT TO IMPLEMENTATION, FEED BACK COLLECTED
- NEXT STEP: INCLUSION OF PARENTAL ALLOWANCE

SAVINGS FOR PARENTS: 400.000 hours, 300.000 EUR annually

SAVINGS FOR GOVERNMENT: 15.000-30.000 hours annually
## ELECTRONIC EXCHANGE OF DATA

**eLGAP**

- **Web-service oriented system for official data exchange**
- Represents innovation applied by using existing capacities
- New function of E-Gov portal for civil servants to exchange data from official records for administrative decision-making
- Mechanism for corruption prevention in situations when civil servant is obliged to obtain official data in timely manner
- One-stop-shop for providing services (standardisation of 188 administrative procedures)
- Increased efficiency