



# E-Governance for Accountability and Participation (EGAP) program

EGAP program applies modern information and communication technologies to improve the quality of governance by making administrative services more efficient, government-citizen interaction more accountable and social innovations adopted throughout Ukraine.

Working closely with the Ministry of Digital Transformation of Ukraine, five targeted regional administrations and civil society, the EGAP Program is implemented by Ukrainian East Europe Foundation and Swiss Innovabridge Foundation with financing from the Swiss Agency for Development and Cooperation.

EGAP consists of two components – e-Democracy and e-Services. Its operations during 2015-2023 are rolled out at the national level and in 5 target regions: Vinnytsia, Volyn, Dnipropetrovsk, Luhansk and Odesa oblasts.

## EGAP's key results so far:

- ▶ 500,000+ citizens receiving e-services developed by EGAP
- ▶ 35,000+ citizens (85% women) conveniently receiving childbirth financial assistance online through the new eBaby service
- ▶ Rollout of 16 administrative 'mobile offices in a suitcase' servicing distant rural areas and low-mobility socially vulnerable citizens
- ▶ Launch of the platform for local e-democracy (e-dem.tools) used by over 250 municipalities all over Ukraine
- ▶ 2,000,000+ votes collected through e-petitions for inclusive local decision-making
- ▶ Implemented e-voting for participatory budget projects in 100+ municipalities nation-wide
- ▶ Improved capacities of 900+ staff in local and regional administrative service centers
- ▶ Launch of six regional e-Governance training labs for students and developed distance learning course on e-democracy
- ▶ Customized trainings for different target groups – youth and students, senior population, media, public servants
- ▶ 2 national EGAP CHALLENGE e-democracy competitions supported by an Accelerator programme
- ▶ brought to the market 30 social innovation projects
- ▶ Evidence-based policy dialogue and influence: National Concept for E-democracy (2016-2018), National Concept on E-governance and "Digital by Default" Concept
- ▶ Modernization of the Government of Ukraine portal unifying 120+ digital services (kmu.gov.ua)
- ▶ Development of Ukraine's civil service portal (career.gov.ua) enabling transparent employment of 9,000+ civil servants

## EGAP's focus areas:

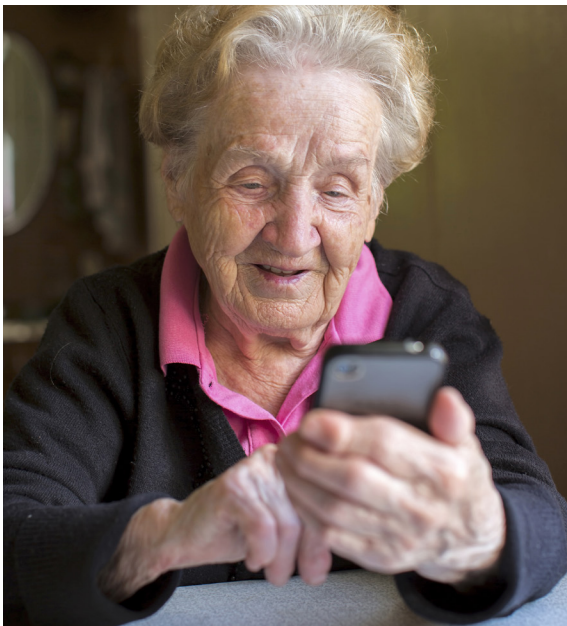
- ▶ Launch of e-governance tools to improve government's transparency, accountability, efficiency and to reduce corruption
- ▶ Design and use of e-democracy tools to increase citizens' participation in decision-making processes and community building
- ▶ Evidence-based and inclusive policy making in e-governance and e-democracy

# EGAP's partnership with the Ministry of Digital Transformation of Ukraine

## Improving E-Services: Digital State project "Diia"

The Digital State project seeks to serve Ukrainian citizens better through more efficient digital public services and enhanced government officials' accountability.

Improvements will be achieved by adapting new e-services to the 'life and business cycle' concept, making them user-centric with end-to-end digitization. Public awareness campaigns will inform Ukrainian citizens to enhance e-services usage with EGAP assisting in the new brand creation.



### Digital skills

Based on the EU framework on Digital Competence (Dig-Comp 2.0), the National Digital Literacy Platform Diia aims to train at least 6 million Ukrainians with digital skills by 2023, starting with three free online courses:

- ▶ Basic digital literacy course
- ▶ Digital literacy for teachers
- ▶ Online course for parents "Online Safety for Children"

Subsequently, advanced training courses for various specializations, courses for public servants, lifestyle and new digital professions courses will appear on the online platform.

### eBaby project: 10 in 1

eBaby is a unique multi-donor support initiative high on the Government's agenda. eBaby is an opportunity to launch 10 state services related to the birth of a child through a single online application provided directly in a maternity hospital. The package of e-services includes:

- ▶ Birth registration
- ▶ Child's place of residence registration
- ▶ Request for childbirth allowance
- ▶ Child's registration in the electronic health record system
- ▶ Child's registration in the State Taxpayers' Register
- ▶ Issue of a multi-child parent certificate
- ▶ Proof of filiation for children born out of wedlock
- ▶ Attestation of Ukrainian citizenship
- ▶ Child's registration in the Unified Demographic State Register
- ▶ Request for multi-child family allowance



### Scaling up of the E-democracy Platform Nation-wide

Continued improvements to the E-democracy platform (e-dem.tools) will include its transformation from a regional to a national level platform. In particular, the adapted participatory budgeting feature will enable NGO grant competitions launched by different state administration departments and facilitate other forms of interaction between citizens and local governments.

### Regional digitalization

15 municipalities will be selected in 5 target regions to implement a "turn-key" innovative technologies package. The selected municipalities will strengthen performance efficiency of local Centers for Administrative Services, improve access to digital education, facilitate the establishment of digital transformation hubs and introduce the use of e-democracy tools in order to stimulate vibrant local democratic processes and smooth cooperation between local authorities and citizens.