



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

EGAP program is intended to apply modern information and communication technologies that will help improve the governance quality, improve interaction between the government and citizens, and promote social innovations in Ukraine.

EGAP Program is implemented by East Europe Foundation and InnovaBridge Foundation in partnership with Ministry of Digital Transformation of Ukraine and financed by Swiss Agency for Development and Cooperation.

First phase of the program has been implemented in 2015–2019 in 4 target regions: Vinnytsia, Volyn, Dnipropetrovsk, and Odesa oblasts. In July 2019 Program was extended until 2023 with one more partner region - Luhansk oblast. Phase II of the program consists of two components: E-services and E-democracy.

## Among our products and services:

- ▶ Accelerator of e-democracy projects
- ▶ National concepts for e-democracy and e-governance, digital by default
- ▶ Design code for state information resources The modernized portal [KMU.GOV.UA](http://KMU.GOV.UA)
- ▶ National platform of e-democracy used by over 250 amalgamated communities
- ▶ 16 mobile centers for administrative services provision
- ▶ About 900 staff members of centers for administrative services provision have been trained
- ▶ Vacancies portal of the civil service [CAREER.GOV.UA](http://CAREER.GOV.UA)
- ▶ Training for different target groups – students, young leaders, media, public servants, senior people
- ▶ Six specialized training laboratories for students E-Governance and E-democracy Distance Learning Course
- ▶ More than 2,000,000 votes were collected through petitions at [WWW.E-DEM.IN.UA](http://WWW.E-DEM.IN.UA)
- ▶ Online voting for participatory budget projects in more than 100 cities and amalgamated communities
- ▶ Two rounds of the EGAP CHALLENGE national e-democracy competition of IT projects (30 winners)
- ▶ 35,000 citizens have received online childbirth financial assistance
- ▶ More than 300,000 citizens have received e-services developed with EGAP program participation.

## Results of the EGAP program implementation:

- ▶ New e-governance tools have been developed and implemented to increase the efficiency and transparency of government work and the provision of administrative services;
- ▶ E-democracy tools and e-platforms have been designed and implemented to increase citizens' participation in decision-making process;
- ▶ New state policies on e-governance and e-democracy have been introduced, tailored to the region's needs.

# Vinnytsia oblast results

## E-services: Improvement of the quality and accessibility of public services

- Regional portal of public services  
[E-SERVICES.VIN.GOV.UA](http://E-SERVICES.VIN.GOV.UA)
- Document management system at 10 centers for administrative services provision (CNAPs)
- Business processes of public services provision analyzed and streamlined
- Electronic interaction between CNAPs and regional portal of public services
- 4 mobile suitcases to provide public services
- 3 info-kiosks for people with disabilities
- 228 administrators and management of CNAPs trained



## E-democracy: improvement of communication between the citizens and local governments

### E-democracy platform

- 11 communities
- 1423 petitions
- 507 participatory budget projects
- Over 300,000 votes

### E-dem.tools – 4 most popular e-democracy instruments:

- e-petitions
- e-consultations
- participatory budgets
- reporting about local problems

### EGAP Challenge

- Regional e-democracy incubator
- Information campaign and
- 6 winners from the region

Among them Informer4Citizens – mobile application for swift communication between Vinnytsia city council and citizens

- Youth Center "Square" – winner of the participatory budget

Space for youth to communicate and jointly implement socially important initiatives



## Capacity building: improvement of digital skills and awareness on e-governance and e-democracy among various target groups

### Offline and online activities:

- trainings for senior people,
- summer camps for youth
- lessons for schoolchildren

- webinars for wider audience
- retraining for public servants
- on-site trainings for partner communities

Computer lab established at Vinnytsia National Technical University

## Participatory policymaking: public dialog to formulate regional and local strategies in the sphere of e-governance and e-democracy

### Developed and adopted by respective authorities:

- Regional e-democracy concepts for Vinnytsia region
- Municipal e-democracy concept for Vinnytsia city
- Regional e-governance development program