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**Project «Modern and Effective Administration in the municipality of Dve Mogili»
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Activity 3 „Study and adaptation of best practices from other two EU member states in the provision of electronic services to citizens and business.”

The successful improvement of administrative services to citizens and businesses in Dve Mogili Municipality and the modernization of administrative services strongly depend on choosing the right approach for the implementation of electronic services in the municipality. To facilitate the process of making decision and establishing priorities for analysis, development and implementation of electronic administrative services, representatives of the municipal administration in Dve Mogili participated in a visitation of two countries that are members of the European Union - Austria and the Czech Republic and took part in meetings in the municipalities of Frayshtadt and Perg /Austria/ and Kaplice /Czech Republic/.



The meetings were organized with active participation of leaders and employees of their administrations, whose professional work is connected with the development of electronic governance and also with providing electronic services to citizens and business.

The main topics discussed at the meetings were connected with:

- eGovernment in Austria and the Czech Republic - creating and operating of the electronic portal and electronic services provided by municipalities as a part of the portal;
 - The role of the Association of the towns and the Association of the municipalities in developing electronic governance and improving the service to citizens and business by introduction of electronic services;
 - Structure of Frayshtadt, Perg and Kaplice Municipalities;
 - Stages through which each municipality have passed to implement electronic services and methods for improving the services to citizens and business;
- Electronic services in the municipalities - internal organization of performing the services, deadlines of issuing.



Systems in the municipalities that automate various activities /for example electronic filing system/ are unified and provided by the government. These systems are integrated with the registers, which are centralized supported and working as a part of single integrated system in the administration.

Main registers in the eGovernment of Austria are:

- Citizens: registration of the citizens in Austria, marital status, issued identity documents, register of foreigners, citizenship;
- Business: commercial register, register of companies, register of associations, register of the entrepreneur;
- Administration: institutions, associations;
- Cadastre: digital cadastre, register of streets, register of addresses, register of buildings;

Access to these registers is granted to all national and public organizations, which provide electronic administrative services to citizens and business.

The eGovernment portal /www.help.gv.at/ started working in 2004 and gradually expands the range of services and provides support for already established services. Actually this is a wide range of services provided to citizens and business united at one place and they are combined into groups and subgroups to direct users who are looking for a specific service, where it is available. The portal contains information about the cost of each service. Many services are performed immediately after submitting the application – it has been achieved a high degree of integration between institutions and issuing the document does not depend on a decision of any employee in the municipality, the document is generated immediately. When it is required coordination and approval of any employee, the time of issuing the document is also reduced to a few hours/days. For data verification, it is not required the person to submit numerous documents issued by other institutions. Documents issued by the administration are sent to people in a way they prefer and as far as possible for different types of documents – they receive them on place, by e-mail or mail and they are signed electronically by the employee.

Selected best practices of electronic services in Austria and the Czech Republic.

- **Integrity** – the electronic services for all municipalities have been combined and integrated into common eGovernment portal and they are accessible to citizens and business from there.
- **Information** – the electronic portal provides detail information about the electronic services and assistance when using them.
- **Accessibility** – access to the electronic services to citizens and business is provided by electronic card, which is electronic signature.
- **Centralization** – the registers are supported centrally and they are available to all institutions.
- **Timeliness** – centralized registries provide actual information in real time.
- **Collaboration** – municipalities are represented by associations that defend their interests before other administrative bodies and the government, as well as international organizations.
- **Unity** – the electronic forms and services are concerted between the municipalities, associations and the government and after agreement they are prepared.
- **Electronic document** – all administrations in Austria use and issue electronic documents /signed electronically/.
- **Quickness** – the use of centralized registers reduces the time for providing the service within minutes and saves the citizens repeated visits to various administrations.



Selected electronic services for implementation in Dve Mogili Municipality.

- *Administrative services for civil registration – filling in online forms available on the website of the municipality.*
- *Via the website of the municipality citizens and business will be able to submit electronically: complaints, signals, request; registration for the reception hours for the mayor of the municipality and to send e-mails.*
- *Electronic submission of tax declarations according to the Local Taxes and Fees Law and publishing a list of debtors according to the law on the municipal website.*

Prepared by:

Galina Kantcheva – Director of “Administrative, Legal and Information Services” Department

Mariyka Andreeva – Director of “Financial and Economic Activities and Property Management” Department

Galina Angelova – Senior specialist of “Human Resources” Department

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