

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

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DECENTRALIZATION

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DEPOLITIZATION

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PROFESIONALIZATION

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RATIONALIZATION

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**MODERNIZATION – FROM TRADITIONAL CONCEPT TO E-GOV**

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## DIGITALIZATION AS A TOOL FOR GOOD GOVERNANCE

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

## DIGITALIZATION AS A TOOL FOR INTEGRITY (G2G)

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### 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 (53) HOSPITALS INCLUDED  
90.000 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

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### eLGAP

WEB-SERVICE ORIENTED SYSTEM FOR OFFICIAL DATA EXCHANGE

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REPRESENTS INNOVATION APPLIED BY USING EXISTING CAPACITIES

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NEW FUNCTION OF E-GOV PORTAL FOR CIVIL SERVANTS TO EXCHANGE DATA FROM OFFICIAL RECORDS FOR ADMINISTRATIVE DECISION-MAKING

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MECHANISM FOR CORRUPTION PREVENTION IN SITUATIONS WHEN CIVIL SERVANT IS OBLIGED TO OBTAIN OFFICIAL DATA IN TIMELY MANNER

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ONE-STOP-SHOP FOR PROVIDING SERVICES (STANDARDISATION OF 188 ADMINISTRATIVE PROCEDURES)

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INCREASED EFFICIENCY

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