


OPEN TATARSTAN

DIGITAL SPACE

ICT INFRASTRUCTURE



Ministry of Informatization and Communication
of the Republic of Tatarstan

 **1-ST**

LTE standard network in Russia,
CIS and Eastern Europe

93%

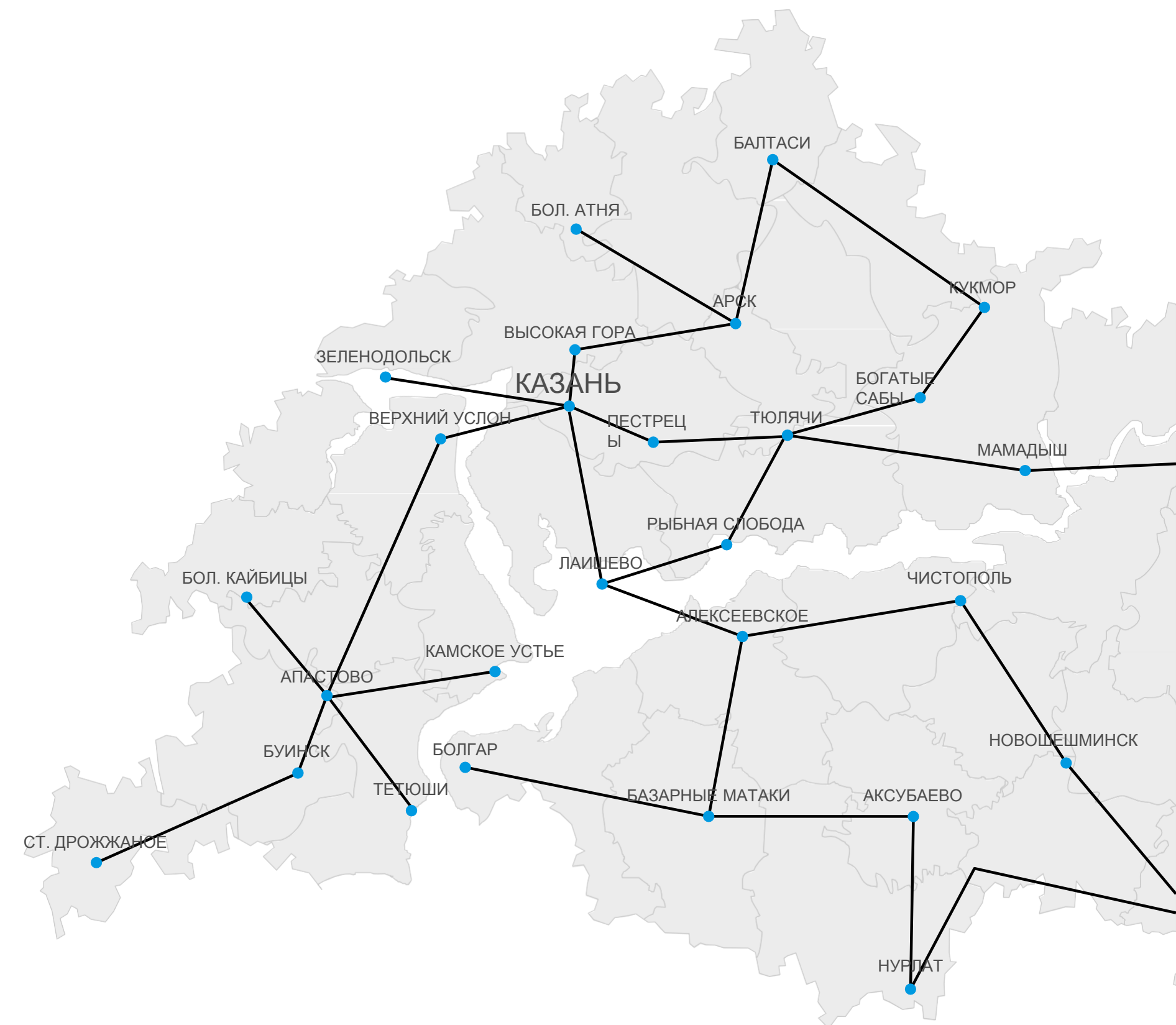
Population live within the
3G level networks
coverage

75%

BBA penetration level

172%

Cellular
communication
penetration level



TOP-10 REGIONS OF RUSSIAN FEDERATION IN E-SERVICES PENETRATION



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Region

2015

Republic of Tatarstan	65,2 %
Moscow	64,2 %
Kaliningrad region	58,4 %
Tula region	55,6 %
Maritime regions	54,8 %
Yamalo-Nenetsk autonomous national territory	52,7 %
Republic of Bashkortostan	52 %
Leningrad region	51 %
Rostov region	49,6 %
Chuvash Republic	48,4 %
Russian Federation	39,6 %



УКАЗ

ПРЕЗИДЕНТА РОССИЙСКОЙ ФЕДЕРАЦИИ

**Об основных направлениях совершенствования
системы государственного управления**

В целях дальнейшего совершенствования системы государственного управления постановляю:

1. Правительству Российской Федерации обеспечить достижение следующих показателей:

а) уровень удовлетворенности граждан Российской Федерации (далее - граждане) качеством предоставления государственных и муниципальных услуг к 2018 году - не менее 90 процентов;

б) доля граждан, имеющих доступ к получению государственных и муниципальных услуг по принципу "одного окна" по месту пребывания, в том числе в многофункциональных центрах предоставления государственных услуг, к 2015 году - не менее 90 процентов;

в) доля граждан, использующих механизм получения государственных и муниципальных услуг в электронной форме, к 2018 году - не менее 70 процентов;

г) снижение среднего числа обращений представителей бизнеса в орган государственной власти Российской Федерации (орган местного самоуправления) для получения одной государственной (муниципальной) услуги, связанной со сферой предпринимательской деятельности, к 2014 году - до 2;

д) сокращение времени ожидания в очереди при обращении заявителя в орган государственной власти Российской Федерации (орган местного самоуправления) для получения государственных (муниципальных) услуг к 2014 году - до 15 минут.



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INFRASTRUCTURE OF E-SERVICES IN REPUBLIC OF TATARSTAN



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240

E-services



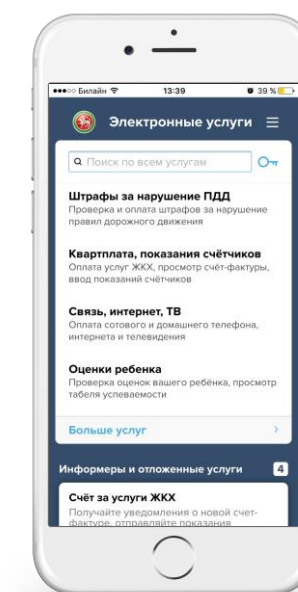
Portal of state and municipal
services
uslugi.tatarstan.ru

More than 1.7 m
personal accounts



Infomats
Terminals for e-services

410
infomats



Mobile application
E-Services of RT

81 241
downloads



Contact-center 24/7
(843) 5-114-115

316 372
Calls for 9 month's of 2016

MOBILE APPLICATION “E-SERVICES OF RT”



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 **16**

services requested

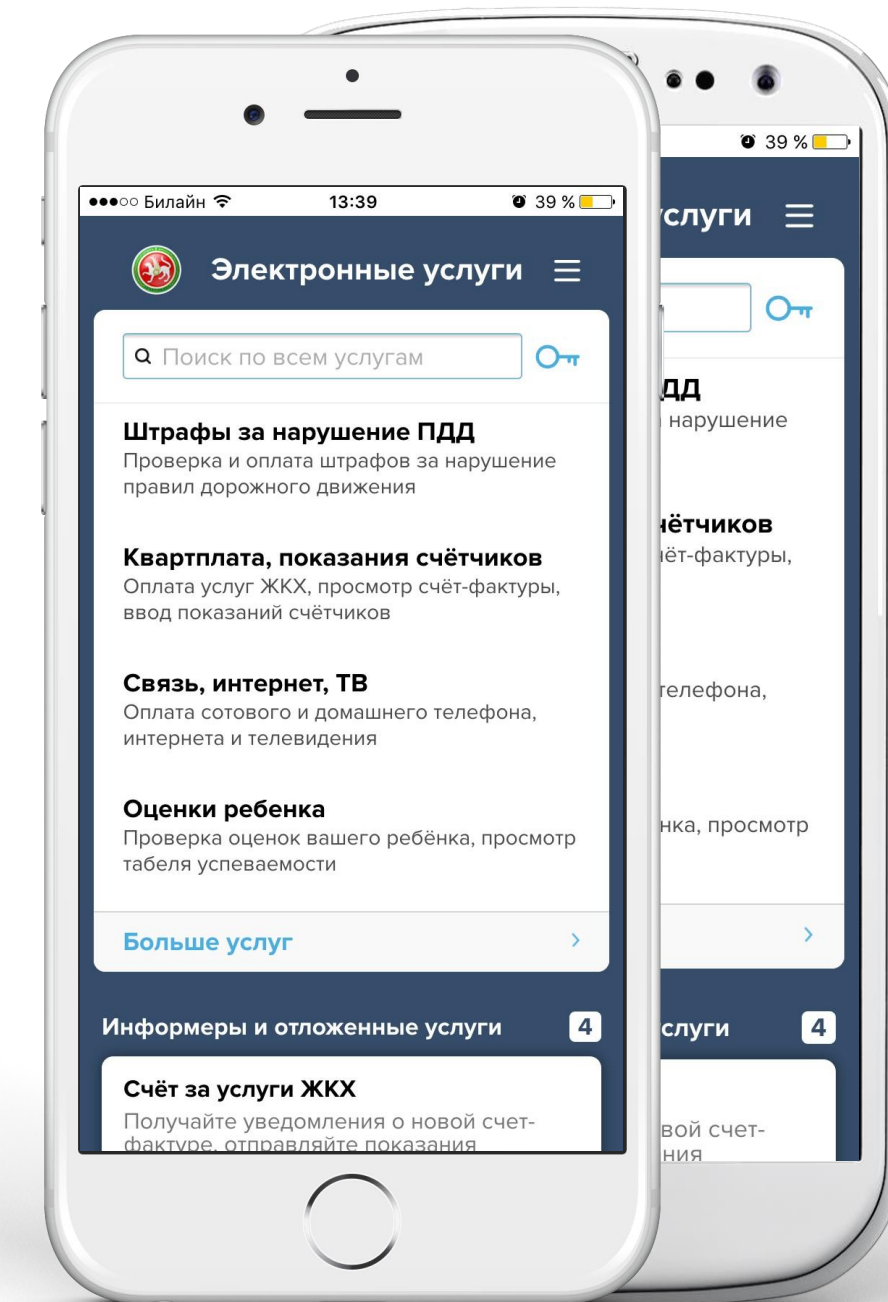
- Paying traffic violation fines,
- Registering in the kindergarten waiting list,
- Kindergarten payments
- Municipal services payments

3.6 M services

were provided via mobile
application 2016

81 241 times

Downloaded



E-SERVICES IN REPUBLIC OF TATARSTAN



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Dynamics in 9 month's compared with the same period in 2015

Services provides

56 769 025

+1.5 time more

Applications submitted

For marriage registration, for a passport, for
information from registers, acceptance to a
kindergarten and etc.

3 364 605

+1.8 time more

E-line appointments

To a doctor, to social protection bodies

11 309 352

+1.9 time more

Personal accounts

Of registered users

1 770 189

+1.2 time more

E-SERVICES IN REPUBLIC OF TATARSTAN



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Dynamics in 9 month's compared with the same period in 2015

Amount paid, in ruble	7 356 000 000	+1,8 time more
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Number of payments	6 675 444	+1,7 time more
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Mobile application

The number of mobile applications installed by users

81 241	+1,7 time more
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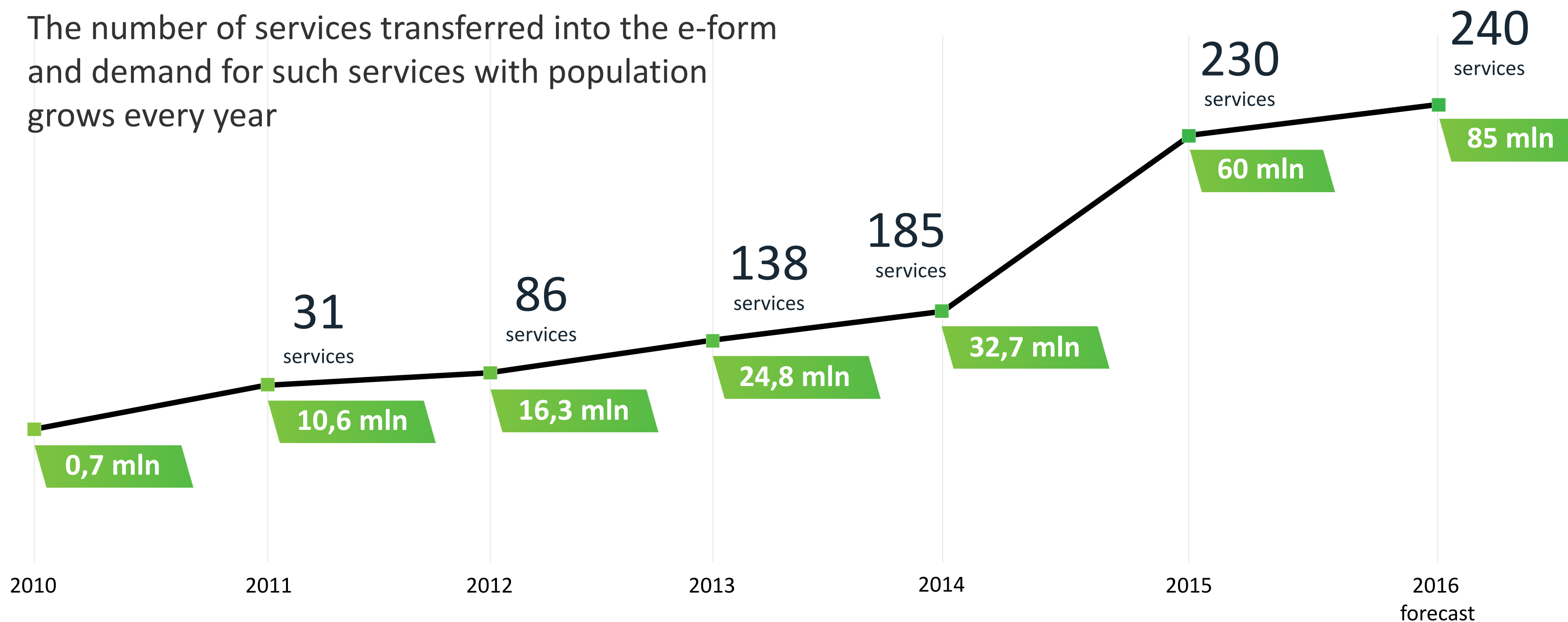
DYNAMICS FOR E-SERVICES

E-services provision



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The number of services transferred into the e-form
and demand for such services with population
grows every year



E-EDUCATION



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about

1 MLN

Users of information system
“E-education in Tatarstan”

more than

11 K

wi-fi access points
installed in schools

605 SCHOOLS

have high speed internet
connection

46 K

Laptops handed into
100% of teachers

E-DOCUMENT MANAGEMENT SYSTEM

Unified interdepartmental document management system of Republic of Tatarstan — integrated document storage for all ministries, departments and municipal entities instead of separate storages in each of 4 650 organizations



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**Federal Executive Authorities:
more than 2,701 users:**

Ministry of Telecom and Mass Communications
of Russian Federation

Ministry of Finance of Russian Federation

Ministry of Construction, Housing and Utilities
of Russian Federation

more than 180 K USERS
Incorporation in
Russian Federation

Regions of Russia

- Moscow
- Moscow region
- Republic of Ingushetia
- Republic of Tyva
- Maritime Territory
- Saratov region

E-HEALTHCARE OF REPUBLIC OF TATARSTAN



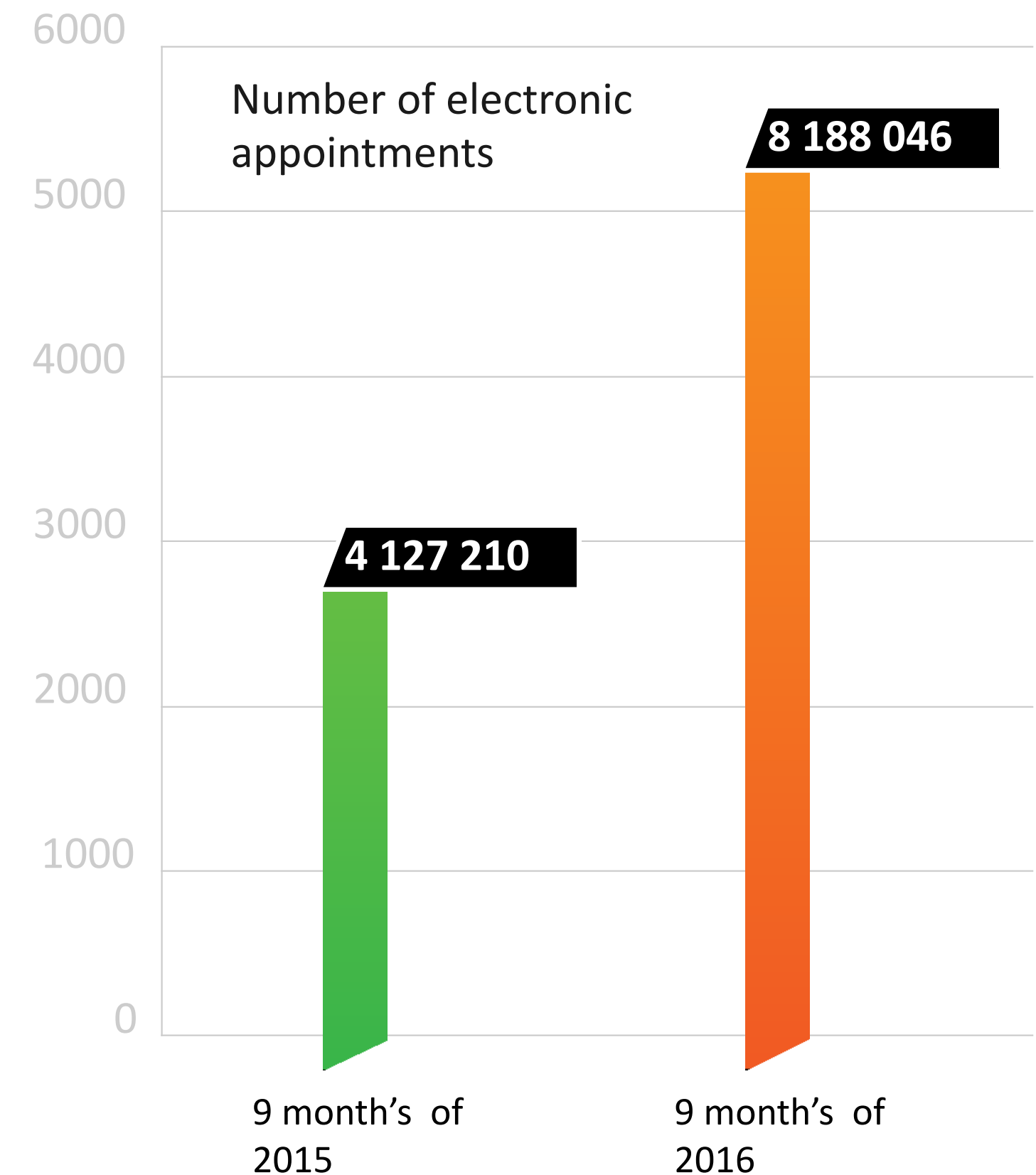
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 **325**

Electronic line terminals help to
arrange
an appointment with a doctor
bypassing the appointment desk

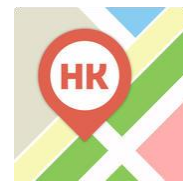
The number of e-appointments with a doctor grew
by 2 times in three years.

E-appointment with a doctor makes it possible to save people's
time, to get an appointment bypassing the line at the
appointment desk, increases accessibility of medical services



PUBLIC CONTROL

in operation since April 2012



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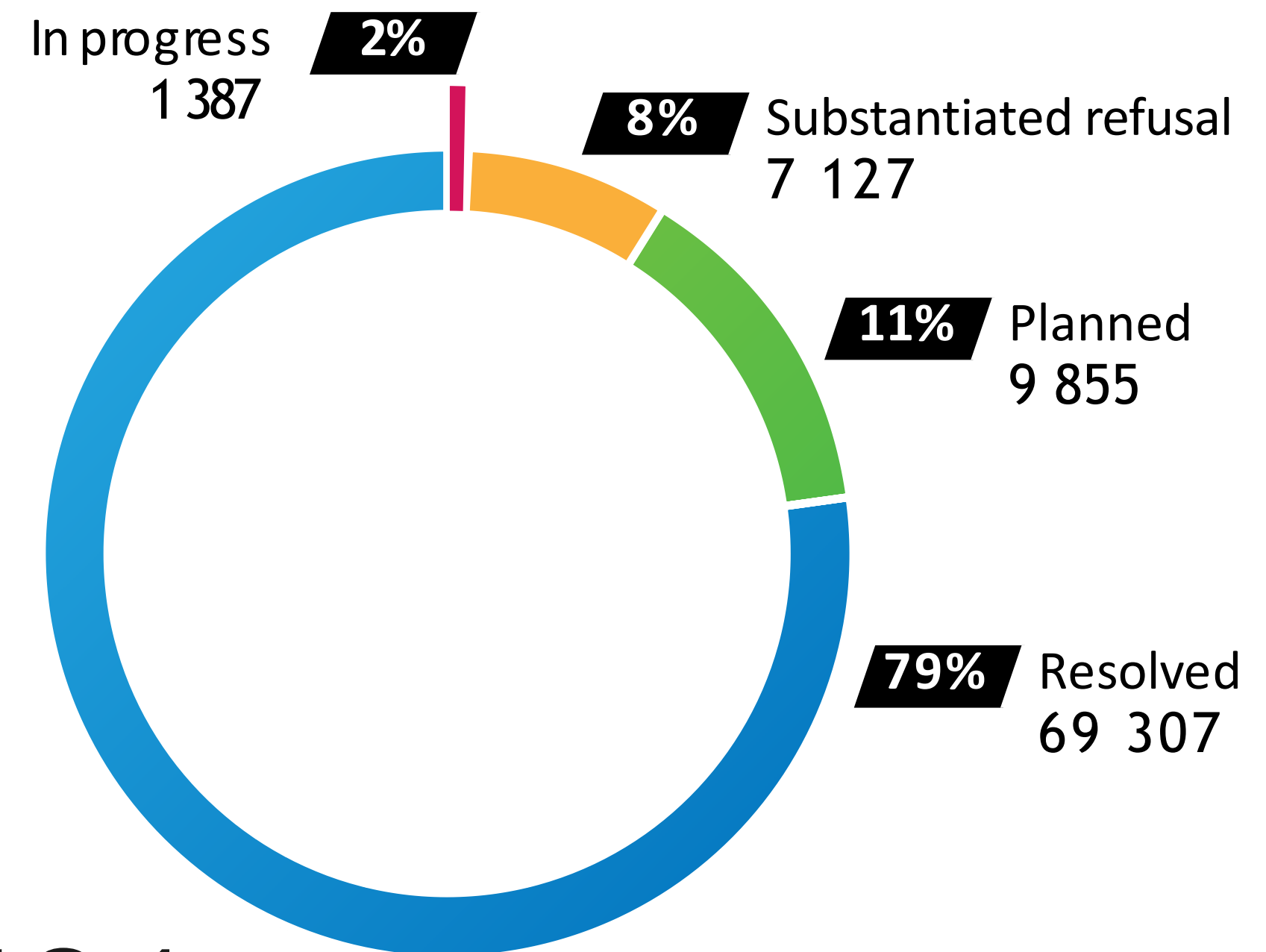
OBJECTIVE:

To involve residents into problem solution

HOW IT WORKS:

Everyone can:

- Report a problem, showing its location and attaching a photo proof
- To support problems shown in the system and make them more important
- To assess work of a ministry, department or a region in notification messages provision



53

Categories

87 676

Notification messages

599 481

Comments

PUBLIC INSPECTOR

in operation since November 2014



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OBJECTIVES:

Involvement of residents into the enforcement of law
on traffic safety and observance of urban
redevelopment regulations

FEATURES OF THE APPLICATION:

- The system is protected from hacking and replacing the files
(it is possible to make video materials only from the application)
- Registration of the location, date and time of the video shooting
on the server
- Authorization through the service portal uslugi.tatarstan.ru

63 048 people

Downloaded and installed the application
(24 000 on ios, 39 048 on android)

79 144 statement
submitted

10 348 statement
declined by the contact-center

75,8 m RUB.
fines imposed

53,9 m RUB.
fines paid



Министерство информатизации и связи
Республики Татарстан

THANK YOU!