Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
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Embassy of Switzerland in Ukraine

PROJECT FACTSHEET

January 2023

E-GOVERNANCE FOR ACCOUNTABILITY AND PARTICIPATION (EGAP)

In the village of Kovalivka, a couple receives EGAP services at home, far from the administrative center. © EGAP

EGAP is an international technical assistance program working on the digital transformation of Ukraine at all the governance levels.

The SDC has been working in Ukraine for a number of years to support the democratic reform of public institutions. Switzerland is a credible partner for the Government of Ukraine to support paving the way for the innovative recovery of Ukraine.

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RATIONALE

Since 2020, a comprehensive digital transformation has been among the top priorities of the Ukrainian government, enshrined in such policy documents as the EU-Ukraine Association Agreement, the State Strategy of Regional Development, the Economic Strategy 2030, and ministerial plans. Systemic efforts in digitalization have greatly facilitated interaction between the state, citizens, and businesses, while e-governance and e-democracy tools further contributed to higher transparency and accountability of national and local authorities and more effective public administration and public service delivery. Over 18 million people have been using electronic services. EGAP is also supporting the digital transformation of concrete public sectors contributing to their transparency and efficiency (e-health, e-social, e-notary, e-tax, etc.).

With the outbreak of the full-scale war, digital transformation has become an important pillar of Ukraine's resilience ensuring a smooth functioning of the government at all levels and provision of crucial public services to citizens and the private sector. EGAP was able to quickly reorient its activities towards emergency support at the national level and in target municipalities (electronic platform for Ukrainians who suffered from the Russian aggression to file a claim for compensation to the European Court of Human Rights; the mobile application "Demining of Ukraine" – to educate the population about explosive objects that can be found in de-occupied territories; two centers for IDPs were established in Vinnytsia and Dnipro and other useful services developed for residents of hromadas and IDPs.

GOALS / OBJECTIVES

Project goal: improved, modern e-governance services provided by public authorities at national and local levels, leading to more inclusive and equitable policy-making and state-of-the-art services for all citizens of Ukraine.

The SDC has defined three objectives for the EGAP programme which remain valid also in the time of the full-scale war: launch of e-governance, use of e-governance, and an inclusive e-governance policy.

- Through e-governance tools, the SDC aims to improve government transparency, accountability and efficiency and to reduce corruption. Regional and local authorities will be able to offer citizens more efficient administrative services through the use of new e-governance tools.

- The use of e-democracy tools is intended to in-crease citizens' participation in decision-making processes and local development. This will increase citizens' engagement and in turn enhance their influence in these processes.

- The new national policies developed in the context of e-governance are more inclusive, decentralised and evidence-based.

Photo: © EGAP

ACHIEVED RESULTS

Public services. EGAP Program is the strategic partner of Diia Digital State project which includes the mobile application and webportal where citizens have access to their electronic documents and receive public services. Diia application has over 18.5 million users (about 50% of the country's population). EGAP helped to launch digital passports, eBaby (10in1 complex service for the parents of newborns), the fastest automatic business registration, COVID-certificates recognized by EU, sick leave e-certificates etc. Online services became very convenient and popular in Ukraine. E.g. private entrepreneurs have received online services more than 1 million times.

E-democracy. EGAP creates online tools to improve communication between the government and citizens, allowing Ukrainians to get involved in public affairs. EGAP supported the elaboration of the Concept for the Development of E-democracy in Ukraine, along with an action plan for its implementation. EGAP also developed e-DEM platform, the first national e-democracy platform, which comprises Local Petitions, Participatory Budget, Public Consultations, School Participatory Budget, and Open Community tool. The platform is used by 450 municipalities (30% of all municipalities) in Ukraine.

Digital transformation of regions. To reduce a digital divide and promote high-quality liaison between the authorities and citizens, EGAP creates numerous solutions for local self-governments tailored to the municipality's needs. The toolbox offered for 44 pilot hromadas includes a digital community strategy, mobile suitcases and a smart call center for administrative service centers, electronic diaries for schools, citizen activity centers, the SVOI platform. The latter is both a municipality website builder and a chatbot for citizens to interact with local authorities with 42 000 users and 325 connected communities. Methodological recommendations provided on how to implement these tools nationwide.

Digital education. EGAP supports *Diia. Digital Education platform* for the development of digital literacy. Now, the project offers more than 90 educational series which combine entertainment and education with the participation of experts and celebrities — e.g. Basic Digital Skills, Online Safety for Kids, Digital Skills for Teachers, E-democracy Stars, Digital Technologies for People with Disabilities etc. Almost 1.5 million Ukrainians were taught at the platform.

PROJECT AT A GLANCE

TITLE
E-Governance for Accountability and Participation (EGAP)

DEPARTMENT
Cooperation with Eastern Europe

THEME
Governance

COUNTRY
Ukraine

PARTNERS
East Europe Foundation (Ukraine), InnovaBridge Foundation (Switzerland)

STAKEHOLDERS
Ministry of Digital Transformation of Ukraine, regional and local authorities in target oblasts

TARGET GROUPS
National level: Ministry of Digital Transformation of Ukraine; line ministries and agencies; civil society organisations

Regional level: regional authorities; regional training centres for social workers; regional civil society organisations

Local level: citizens of the target regions and countrywide; 450 local self-governments, local civil society organisations; local media; private business

DURATION
Phase 1: 2015-2019
Phase 2: 2019-2023

BUDGET
Phase 1: CHF 4,7 million
Phase 2: CHF 7,9 million (+ CHF 15 million for 2023)

IMPRINT