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eGov Project

eGov Project
paved the way for modern
Macedonia

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USAID eGov Project

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Budapest

The eGov Project is funded by USAID and implemented by Internews





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About the Project

- ❖ **Funded** by US Agency for International Development (USAID)
- ❖ **Implemented** by Internews Network
- ❖ **Duration** – Initially 5 years (Oct. 2004 – Sept. 2009), extended until April 2011
- ❖ **Team** of 8 local experts – IT, economists, lawyers
- ❖ **Objective** – To improve the quality of the government services by using ICT and strengthen the ICT and e-government capacities of the recipient government institutions, software developers, legislators, businesses and citizens, thus enabling better business environment in the country.



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Project Areas of Work

- ❖ **Design, development and implementation of e-government applications** that will increase the efficiency and transparency of the recipient government institutions
- ❖ **Promotion of the use of ICT** – activities aimed at improving and creating conditions for efficient development of e-government.



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What was the situation with e-government when the eGov Project started in 2004?

- ❖ Low level of Internet penetration
- ❖ No sophisticated e-government services available
- ❖ No state institution dealing with ICT and e-government issues
- ❖ No government investments in ICT
- ❖ Legal framework – obstacle for introduction of e-government services



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How the Project operated when implementing e-government services?

- ❖ Close cooperation with Government institutions that are implementing e-government services
- ❖ Worked only with local IT companies for the software development
- ❖ Business process reengineering
- ❖ Legal modifications
- ❖ Intensive promotional and training activities
- ❖ Providing conditions for sustainability of the developed applications



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Challenges/Obstacles while implementing e-gov solutions

- ❖ Reluctance to change
- ❖ Unwillingness to invest the additional effort to learn the new concept
- ❖ Legislation based on paper procedures – seal and hand written signatures
- ❖ Inaccurate databases
- ❖ Rudimentary level of data exchange among institutions
- ❖ Lack of awareness on security of systems and data
- ❖ Problems with infrastructure



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What do we have today?

- ❖ Number of fully functional e-government services that are being increasingly used by the companies/citizens
- ❖ Legal and institutional framework relevant for successful implementation of e-government services in place
- ❖ Ministry of Information Society and Administration responsible for e-government development established
- ❖ Strong political commitment for e-government development, as a long-term orientation of the country

www.eGov.org.mk

G2B

e-Procurement

<https://e-nabavki.gov.mk>

e-Tax

<http://etax.ujp.gov.mk>

Online system for distribution
of International Cargo
Transport Licenses

<http://dozvoli-mtc.gov.mk>

Single Window for
Export/Import licenses and
tariff quotas - EXIM

www.exim.gov.mk

Online Employment
Registration

<https://www.avrm.gov.mk/PrijavaOdjava>

G2C

Apply Online

<http://prijava.ads.gov.mk>

Accountability
through Transparency

www.skopje.gov.mk www.resen.gov.mk
www.strumica.gov.mk www.kavadarci.gov.mk
www.gazibaba.gov.mk www.bitola.gov.mk
www.kocani.gov.mk www.stip.gov.mk
www.gostivari.gov.mk www.e-struga.gov.mk

Site Builder

<http://raspredelba.gov.mk>

e-Learning ICT

www.ucenje.org.mk

G2G

e-Budgeting

e-Health Registries



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Statistics on the use of eGov Project's applications (1)

- ❖ **e-Procurement** – all CAs registered users of the system; number of companies increases daily; around 10% of all procedures carried out electronically; almost 40% of procedures end with e-auction; around 10 million US\$ of public funds saved through use of e-auctions.
- ❖ **EXIM** – more than 90% of all requests for export/import licenses are submitted electronically by the companies.
- ❖ **ORE system** – more than 25,000 registrations and terminations of employments made through the system



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Statistics on the use of eGov Project's applications (2)

- ❖ **CEMT** – 4 successful online and free-of-corruption distributions of International cargo transport licenses completed through the system
- ❖ **e-Tax services** – around 7,000 taxpayers registered and submit their tax returns electronically. More than 25,000 tax returns submitted by the companies.
- ❖ **Apply Online** – 99% of all applications for work in the state administration submitted through the system.
- ❖ **Trainings** – more than 200 trainings attended by 20,000 representatives of state institutions, businesses and citizens



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Lessons learnt - Main preconditions for successful e-Government development

- ❖ Strong and articulated political will
- ❖ Good cooperation between the donor and the Government
- ❖ Matching investments by the Government
- ❖ Willingness to reengineer the business process – e-government is not only about turning paper processes into electronic; it requires simplification and streamlining of procedures.
- ❖ Intensive promotion of new electronic services
- ❖ Interest for ownership over the application by the recipient institution



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Conclusions/Recommendation

- ❖ The MK eGov Project demonstrated that with limited budget, hard work and strong political will for e-government development, the results can be more than evident;
- ❖ The model of the MK eGov Project can be easily replicated in other countries that fulfill the main preconditions for successful e-government development;
- ❖ It is of paramount importance to learn from and use the e-government experiences from other countries.



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Thank you!