Digital Government Strategies: Good Practices

Russia: Information System of State Services Quality Monitoring ("Your Control")

The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of Russia to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

Description of the practice:

**Organisation:**
Department for State Regulation of the Economy, Ministry of Economic Development of the Russian Federation

**Name of the practice:**
Information System of State Services Quality Monitoring ("Your Control")

**Principles implemented:**
Principle 2 – Encourage engagement and participation of public, private and civil society stakeholders in policy making and public service design and delivery

**Description:**
This Information System allows the recipients of State Services throughout the whole country to validate their experience and to give a feedback that is linked to a specific place, where the Service was obtained, the type of the Service and the date. The grades are obtained by sms, by infomats, by phone operators or by filling a form on a web. On the base of this information, which is accumulated in the database, the Government can evaluate the performance of a specific branch, region, or the whole State Institution, responsible for the service delivery.

The project stemmed from the President Decree that required that the overall people satisfaction with the Government Services should reach as high as 90% by 2018. Therefore, the instrument that would allow measuring the overall satisfaction had to be designed. This instrument was also meant as a tool of additional “people” feedback and control of Government performance that is linked to a specific location, where people can obtain the Services. The overall concept of the System was then approved by the Ministry of Economic Development of Russian Federation, and then by the Government Decree.
Ministry of Economic Development of Russian Federation is responsible for the overall project. The Ministry of Telecom and Communications of Russian Federation is responsible for the sms delivery and call-center. The other Ministries are responsible for proper integration with the System, timely responses to the given feedback and for quality monitoring on the base of the grades collected by the System.

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Results

N/A

Development

Design: 06/2012

The initial process was taking place within the Working Group on Government Administrative Reform where the creative group was formed. It consisted of Government representatives, Social Study Research Institutes, mass media, analytics, etc. The outcome was the initial concept of the System.

Testing: 01/2013

The Alpha version was presented to the Ministry of Economic Development of Russian Federation, and then the Beta-version was used to start the evaluation of one Government body – The Federal Service for State Registration, Cadastre and Cartography, which was evaluated for the whole year.

Implementation: 01/2014

The participation in this project was made mandatory for the Government bodies by the Government Decree. Also, they regularly report to the Government on the current achievements, based on the score in the System. On the other hand, the maximum people inclusion in this evaluation is obtained by the ongoing PR campaign.

Resources: The yearly Federal budget, allocation by the competitive procurement proceeding.

Diffusion and scaling: 01/2015

The spread of the practice is achieved by the Government Decree, which mandatory requires other Government bodies to participate in the evaluation within the System. Also, the ongoing PR
campaign, including wide advertising, publishing, web-spread news etc., allows to include more people to participate in the evaluation and to give a feedback.

The obvious challenge was the scale of the System due to the scale of the country and its diversity.

The solution was – to maintain a uniform directory of all places and Services to be evaluated, as well as to use an open-source software.

**Partnerships:** Private sector, Civil Society, Academics and Research Bodies, Public Sector Organisations and other.

Partners: Numerous organizations that are interested in participation in the evaluation or utilization of the results, obtained with the help of the System.

Nature of the partnership: Collaborative partnership with a common goal – to achieve better quality of State Services and thus better people satisfaction with it.

**Lessons learned**

The outcome of the project can be viewed as positive. It stimulates the Government to a better performance, while giving people more power and satisfaction. Plus, the whole process is really transparent.

**Conditions required:** Great level of inclusion by Government bodies and by people. The information is really valuable when it is statistically sound.

**Additional information:**