

E-governance in Bydgoszcz City

Bringing the municipality service closer

The current system of the e-governance system in the city of Bydgoszcz is not static and limited only to the information given on the WWW home – page. Its interactive structure offers to the citizens of Bydgoszcz much more than a regular Internet Website. The events held in City Hall, mayor's meetings, press briefings and City Council sessions might be virtually joined by everyone via the Internet. Sight-disabled people are offered an audio version of the website. The adoption of electronic signature system allows to create purely interactive services both for physical and legal persons. To increase the e-governance service accessibility among city population, several internet cafés have been founded under the City Administration's patronage. Municipality provides the internet workshops for retired people to improve their ability of internet usage.

Our recent achievement is The electronic city office, addressed to all citizens (nearly 400 000). It is a virtual platform providing citizens with a variety of services, facilitates access to public information as well as the pace of procedures like business activity registration, certificate issue applications etc. It also limits the costs of services, monitors particular stages of procedures, popularizes up-to-date web applications (building information society) and ensures transparency and openness of web auctions and procurement procedures. In our project electronic forms working with electronic signature technology.

We noticed: •clients' satisfaction increase – a defined number of procedures accomplished at home at any time (e-office 24 h service) •number of visits in the City Office limited to one – if qualified electronic procedure is applied.

We achieved: •adjustment of the City Office to full fill the obligations imposed by *The Act on Automatization of Public Subjects Fulfilling Public Tasks* as well as *The Act on Electronic Signature* •adjustment of the City Office to receive e-invoices and e-forms. The Project was tested up to February 2005, implemented on the 25th of April 2006 and will be still developed and consistently implemented to meet the growing needs of informative society and legislative changes within the scope of methods and forms of office procedures.

It is one of the first projects in this technology implemented in Kujawsko-Pomorskie Voivodship as well as in Poland (electronic signature and forms initiating office procedures).

The goal to be achieved in the nearest future is the system of exchanging documents in the City Hall. Nowadays, after they are electronically received, unfortunately still need to be printed to be processed and exchange between different City Hall Departments. The other aspect we need to find a solution for is the payment system as the law regulations in Poland do not allow for the electronic money transfers to be used as a payment method for the municipal services.