

E -governance in City of Kragujevac

One of the key objectives of the recently adopted Strategic Development Plan of the City of Kragujevac (200.000 inhabitants) is offering quality services to the citizens harmonized with international standards. The City has a web site with the basic data of the City (geographical position, history, culture, art) the advantage of the site is that it offers the possibility to access the information and receives documents to the citizens; site is designed to promote both the work of the municipal boards and the City Hall of Kragujevac.

Besides the information relevant for daily life of the citizens, there is plenty of information on the site related to the work of the City Assembly members; agenda of the Assembly is session and other supplemental issues including the Standing Orders and the Statute of the City of Kragujevac. Accordingly the needs of the City Assembly members are met in this way so that they can have insight into information of their concern.

Today the citizens of Kragujevac has possibility to contact the senior city officials by e/ mailing to them, additionally they can make questions, present the problem they are faced with, present their opinion on the topic of their interest related to the work of the Local authorities.

With an aim to assist the citizens in the filed of service provision (the time of issuing the documents is shortened) the site also has an option of the “virtual registrar”. By opening the link one can have the information like: costs of services, obligations of the service user, contact phones and links for the formats for requests submission for issuing certain documents. It is also possible to order the extracts of the registers of births, marriages, deaths in Serbian language or international extracts. Opening certain page of the Extracts the citizens look for the format appears that must be filled in with personal data as well as the address of the placer of the order.

After the data have been validated, the mail is generated and sent to the registrar who processes the data and sent the extract by post to the placer.

The costs of document issued and postal taxes are charged from the placer at the delivery.

This kind of service provision is just a first step towards the E –government in Kragujevac and there is a plan to extend the services on local municipal offices dislocated from the City Hall, some are even 10 km far as well as the extension of the list of documents that could be issued in this way.

Currently the process of forming the electronic database of all inhabitants those are not born in Kragujevac but are domiciled here based on the matrimonial books and citizenship books that are not for the Matrimonial District of Kragujevac. For the time being the Law forbids issuing the documents out of the matrimonial district, but in this way the citizens will have precise information where and to whom to apply for issuing the documents they need; this practice will continue until the change of the Law that would allow this services to be provided in the City of Kragujevac. The assets for the digitalization of the matrimonial books are provided through EXCHANGE project.

The link is at the moment created that will also allow the citizens to have the insight into the current state of the document processing they are waiting for according to the number of submitted requests.

Besides, the citizens can through the City official site have an insight into the election lists, check their status or request the change of the data.

One of the most important Projects that are to be implemented is the Program “Constructing License” (PCL). This program is one of the modules of the Project “Center for Informing the Citizens” the GIS – Geographical Information System is implemented through; insight into spatial and urban plans; annual programs of the public companies and City Funds as well as General information for the citizens. The general information will be available to the citizens related to their rights and services provision relevant to the procedures in question. The main focus is on the Informatics Technology Use with an aim to provide services to the citizens in their homes by Internet, including format filling in and placing orders for certain documents issuance. Such “Virtual” office will simplify the procedure and information issuance to the population that live in both urban and rural areas.

Program “Constructing License” is envisaged for the faster and simple service provision to the investors in the procedure of construction license obtaining. Project functioning opens the possibility for data base creation that is very precious for the planners, urban experts, utilities officials as well as in the filed of planning, decision making, evaluation of the site.

The principle of the free- non binding access to the group / office is achieved; in order to make the program functional even in the case if some of the stakeholders in the procedure of processing the license fails to do it or has condition to or capacity to participate in the program.

The program is based on the principle “one client-one service provider”. It is important that the clerk in the office that receives the client and processes the input data monitors the process and is in contact with the client throughout procedure. The informing of the client on the procedure is also possible by Internet.

The Program also contains in a special part the price list for services from the procedures of licenses issuance as well as preparatory documents to be paid to different institutions including in the procedure.

Program contains the module for archiving the processed documents as well as the document that for some reasons have not satisfied the criteria for being taken into processing procedure with the possibility for searching according other criteria (investor’s name, land lot number, address, time of processing, type of building, etc)

Functioning of the system permanently creates data base formation of utmost importance that is useful to the urban planners, utility experts, local authorities in the filed of planning, decision making, site evaluation. Looking in the long run it assumes creation of permanent database with all interventions made in the environment. These data automatically can be sued for the GIS needs as a feed back information of the planning course of activity and its implementation. In the near future complete planning, designing and plans realization will be archived in electronic format at one place within unique integral system. On the base of such concept of planning and plans implementation and other information crucial for the City functioning experts systems are established at the community level for the needs of planning, management, decision making, important for community development.

Pursuant to the valid regulations, and in cases of legalization of illegally erected buildings the procedure is very simple: the procedure is defined for issuing the license post construction along with the license to use the constructed premises. Technology is the same as in the regular procedure for issuing the permissions for construction with an exception of the fact that interventions are less in the program for creation of input and output documents.