

PITESTI, ROMANIA

CASE STUDY

I. Summary of your Local Authority plan for e-Governance

1. Major objectives

- a. Assurance of quality public services , throughout all the activities normalization process having as beneficiaries the citizens and the economic companies offered by local public administration;
- b. Setting up an infrastructure that makes possible, throughout information and communication technology means, the achievement of a national link with local public administration authorities and also the achievement of a linkage with European structure for information exchanges;
- c. Increasing the citizens involvement degree, in local public authority making-decision process for enhancing the transparency degree;

2. Priorities

- a. Using IT methods for modernizing the local public administration activities in order to comply the demands and hopes of civil society;
- b. Identification of the stakeholders and of the ways to implant it
- c. Spreading the implemented solutions

3. Planning

- a. Setting up the established legal conditions
- b. Documentation regarding the implementation of some politics of e-Governance at local public administration level in more towns and cities in our country
- c. Setting up the documents for public acquisition
- d. Signing agreements with the partners;
- e. Acquisition and implementation of the necessary equipments and applications, testing the solutions;
- f. Put in use, maintenance and permanent follow-up

II. Project Plan

1. Background information

- a. project location: Pitesti City Hall
- b. launch data: 16th of May 2003
- c. start data of operational phase: 19th of May 2003
- d. project field: the administration of the local taxes and fees;

2. Entity responsible for implementation: Pitesti City Hall

3. Description of content and services:

a. Major objective:

Citizens' access for the services (information, fill-in forms download, paying the local taxes and fees) offered by local public administration authorities (Pitesti City Hall), by electronic means;

b. Needs assessment and priority setting

- i. Fitting in actual legal demands;
- ii. Improving the satisfaction of civil society demands and hopes – including also the disabled people, by IT specific methods;
- iii. Identification of the partners and of the ways to implement it

- iv. Implementation, testing and putting in use of the solution;
- v. Dissemination of the solution choose for the implementation;
- vi. Maintenance of the solution, extension of the functionality
- c. Legal framework
 - i. The Law no 544 from 12th of October 2001 regarding the free access to the public information;
 - ii. The Law no 365 regarding the electronic commerce published in Official Monitor no 483 from 5th of July 2002;
 - iii. The Government Ordinance no 24/2002 regarding the local taxes electronic payments;
 - iv. The Decision no 1085 / 11.09.2003 for the application of the Law no 161 / 2003 regarding some measures of the National Electronic System implementation
- d. Provided Services
 - i. Citizens' information regarding the local taxes and fees and fill-in forms downloading;
 - ii. Citizens' access for their own fiscal debt about local taxes and fees- with electronic means;
 - iii. The declaration of some debts at the local budget, using electronic means (for example: traffic fees, fees establishes by the local authorities);
 - iv. Local taxes and fees electronic payments
- e. Partners:
 - i. Banks (there are agreements with banks where it is stipulated the electronic payment of the local taxes and fees);
- f. Management of change
 - i. At the institution level: training to be assured the understanding, accepting and implementation process of the application by the public servants, having as result:
 - 1. To diminish the negative effects in professional and personal plan;
 - 2. To eliminate the resistance at the changing process;
 - ii. At the civil society level: organizing the spreading activities and practical demonstrations, in order to make the civil society to perceive the change needs as a condition for development and for transformation in a IT society
- g. Assessment of performance
 - i. Using the implemented solution has permitted the increase of the efficiency and the speed of the local fees and taxes departments, as comparing the old used solution - that didn't' allowed to make on-line payments- as well as assurance an increased security of transactions and of the information;
 - ii. The implemented solution has created the conditions for the future development on the base of the created infrastructure as well as the new applications in order to make efficient another institution activities branches not only the one about the evidence, payment and following-up activities for local taxes and fees.
- h. Funding and Financing
 - i. The necessary funds: about 40,000 USD:
 - ii. Financing: from the local budget for a period of 4 years. It has included as well the necessary compounds for the solution and for assurance the technical assistance during all the period.
- i. Communication strategy:
 - i. Organizing the information campaign for the civil society;
 - ii. Interviews in mass media
 - iii. Practical demonstrations
 - iv. Promotion materials;

- v. Posting on the institution web site of the on line services possibilities
- j. Next steps
 - i. Extending of some application functionalities, which have already existed (for example, the recording of: building permits, land survey, commercial activities agreements, register office database) and the linkage of all these applications with the main application used by the departments of fees and taxes. That is possible using a unique identification key – personal identification number: CNP, for natural persons and unique register code -CUI- for the corporate bodies. Setting up the “fiscal debt record” for each citizen/ economical company that should contain a complete database from the informatics’ system of the institution.
 - ii. Setting up an on-line interface, that should permit to the recorded users to have access to the storage information in their own “fiscal debt record”, to have a benefit from the services of the institution, through the electronically methods of communication;
 - iii. taking in the information through the on-line fill-in forms;
 - iv. The extension of the IT capacity system.
- 4. Technical solutions (used or planned to be used, during the projects)
 - a. Microsoft SQL Server database transaction systems, on different dedicated equipments (multi-processor servers, with dates natural security assurance, etc)
 - b. setting-up the communication solutions between the databases servers based on 3-tier architecture ;
 - c. Using the secured communication system between the access points;
 - d. Web services use to interconnect the application.
- 5. More information (URL or web site)
 - a. <http://www.primariapitesti.ro>
 - b. <https://www.primariapitesti.ro>
- 6. Complete data contact of the institution that implement:
 - a. name: PITESTI CITY HALL
 - b. ADDRESS: 24 Victoria Street, PITESTI City, postal code 110017, Arges County, Romania
 - c. Phone: +40-248-22.00.88
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