The Role of Citizen Engagement in Developing the National e-Government Strategies: the e-Romania Strategy

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Current situation in Romania

- There is no inventory of the electronic services developed at local and central level.
- Broadband penetration at population level is only 13% (34.2% in households), according to the latest data issued by ANCOM.
- Nevertheless, it is important to notice a significant increase for mobile broadband: up to 2.5 million connections (about 11% of the population).

We need to develop the infrastructure of both the electronic communications and the e-Government public services.
International and European context

• The European initiative “European Digital Agenda” aims at ensuring the access of all to broadband services by 2013 and creating a real single market for online service and content.

• The communications and e-Government services represent one way to achieve the Millennium Development Goals (MDG).
Citizen engagement in Romania - legal situation

• Romania has one of the most acclaimed law on public access to documents (Law nr. 544/2001) and every institutions is obliged to answer in due time to all the requests made by the citizen. Also, the Romanian institutions are obliged to organize a public consultation when they are proposing a new law (we have to create a Committee for Social Dialogue and present the texts of the laws for approval to this Committee- Law nr. 52/2003 regarding decisional transparency in the public administration).

Usually these consultations are done after the text of the law is posted on the website of the institution, and every institution is in charge for the documents related with its field of expertise.

• This particular situation, where every institution is responsible for the interaction with the citizens, the civil society and the industry causes lots of problems, especially when the law proposed concerns other parts of the civil society, than the one the institution is used to consult. It is one of the reasons we think that a centralized website of the government and even a special institution responsible with the interaction with the citizen should be created.
The eROMANIA Strategy

- We initiated the eRomania Strategy which provides an ambitious vision about the information future of Romania on short and medium term. eRomania aims to decentralize the services, to make the governance act efficient and to decrease costs.

- The citizen will gain time and money in his relations with the public institutions by using the new technologies.

- The main objective of eRomania is the citizens’ time: how long it takes for him/her to get informed, to obtain documents necessary to live in Romania and in EU, to pay his/her duties and taxes.

- e-Romania will materialize in a huge information portal, which will provide also approx 300 online services.
Bine ați venit!

În acest moment, e-România este prezentat ca un portal CONCEPT.
Informațiile cuprinse nu au caracter definitiv, urmând ca, respectând configurația actuală, să se construiască o bază de informare coerentă și integrată.

Portalul este o construcție flexibilă, cu o structură icherizată, de la nivel național către cel territorial. În același timp, are un caracter deschis, astfel încât, în funcție de evoluția conținutului, să se poată introduce noi subiecte de interes.

Pomind de la un nivel guvernamental și ajunând la cel administrativ territorial, fiecare minister și instituție publică își va regăsi propriul cadru în structura e-România, împreună cu serviciile abilitate.

La nivel național, portalul cuprinde o secțiune dedicată Instituțiilor Președinției și Parlamentului, iar la nivel territorial va cuprinde secțiuni dedicate Instituției Prefectului și Consiliului Județean.

e-România va fi poartă ta spre serviciile guvernamentale!
Citizen engagement and e-Government in Romania- (1)

Strong cooperation with the civil society and the industry is needed to get the citizens closer to the government as it is the way to implement the electronic services. Creating electronic services which are easy to use and with well-structured information is an objective of the Romanian government. In our opinion, strong political support from the top officials of the country (President, Prime Minister) is needed in order to develop these services.
The Romanian citizen is not used to interact with the state institutions, except when they are obliged to do it for administrative purposes. Creating electronic services which are easy to use and with well structured information is an objective of the Romanian government as it is the way to get the citizens closer to the government.

Romania is not a best practice example in eGovernment as we lacked the political will to enforce measures needed to implement the electronic services. In our opinion strong political support from the top officials of the country (President, Prime-Minister) is needed in order to develop these services.

Strong cooperation with the civil society and the industry is needed to promote a national project in eGovernment. In our case we concentrated only on having a good cooperation with the industry and the part of the civil society interested in information society issues. It was a mistake, as once eRomania was announced we received a lot of critics for not being transparent with our project.
Citizen engagement and e-Government in Romania- (2)

If we count the money spent for different IT solution by the Romanian government in the past 20 years we will see that we should have had all the necessary electronic services, but without a coordinated approach we are one of the last countries in Europe in delivering electronic services to the citizen.

One of the major obstacles we are trying to overcome is access to the data bases owned by the different institutions of the Romanian state (for example we need access to the data base with the Unique Identification Number administrated by the Ministry of Internal Affairs). Because they believe that access to the data base will mean decreasing their influence, institutions like the Ministry of Interior or the Ministry of Finance are first to reject any coordinated approach.
Best practices:  
The electronic procurement

• Romania has ranked first among in the Member States in terms of the percentage of electronic transmission of notices, to be published in the Official Journal of the European Union.

• Using the Electronic Procurement System (SEAP) led, last year, to savings for the state budget 12 times larger than in 2008 (about 1 billion euros, given that only 12.5% of total public procurement were made using SEAP)

• This figure supports the positive effect generated by raising the obligatory threshold of purchases carried through SEAP from 20% to 40% of all public procurement.
Noi facilități pentru agentii economici și autoritățile contractante în SEAP

Începând cu data de 15 octombrie 2009, în Sistemul Electronic de Achiziții Publice (SEAP) se au implementat o serie de noi facilități pentru autoritățile contractante și operatorii economici, utilizatori ai www.e-licitatie.ro.

Astfel, în cazul procedurilor desfășurate online sau offline cu faza finală de licitație electronică, autoritățile contractante vor avea posibilitatea de a selecta moneda (RON, EURO, USD) în care operatorii economici vor depune ofertele de pret în momentul definirii anunțului de participare, respectiv invitării de participare. Începând cu această data, la definierea etapelor finale de licitație electronică, autoritățile contractante vor putea opta atât pentru introducerea pasului minim de licitare, cât și pentru prelungirea perioadei de licitare a ultimei runde.

În etapa finală de licitație electronică, introducerea pasului minim de... Câteva mai mult ...

### Autoritate Contractantă
- Procedura de înregistrare în sistem
- Recuperare/Reinnoire Certificat Digital
- Legislația în domeniul achizițiilor publice
- Lista participanți
- întrebări frecvente
- eLicitatie Demo

### Ofertant
- Procedura de înregistrare în sistem
- Recuperare/Reinnoire Certificat Digital
- Legislația în domeniul achizițiilor publice
- Tarif de Participare
- Lista participanți
- întrebări frecvente
- eLicitatie Demo

Autorități contractante/Ofertanți înregistrați în sisteme: 11,14/24,542
**Best practices project:**
**Knowledge Based Economy**

**Objectives**

1. Provide access to information for the disadvantaged communities

2. Develop human resources of local communities and the knowledge based activities by means of ICT

3. Implement resources of electronic study in secondary schools

4. Encourage the e-Government services for rural and small urban communities

5. Stimulate local economies
Electronic Network of a local community

Public library

Public Administration

Citizens

Schools

Local business environment

local and regional N.G.O.s
Facts sheet

- 255 (208 villages et 47 small towns) Communities with broadband connections
- 255 RECL acting as “knowledge centers"
- 510 local qualified specialists
  - network managers trained in the field of marketing, communications techniques and local economic development
  - IT administrators trained in basic and advanced IT&C skills and network maintenance
- 125,000 pupils, of 502 schools, having limited access to knowledge
- 1,800,000 habitants, from rural and small urban communities, as main beneficiaries
The Pilot Project:

RECL:
- 9 communities
- 17 schools
- 18 RECL trained personnel
- 150 teachers and 180 citizens have acquired basic knowledge of ITC

The KBE Project

RECL:
- 246 communities
- 485 schools
- 492 trained personnel of RECL
- 2000 teachers and 3000 citizens have acquired basic knowledge of ITC
Conclusions

1. It is necessary for countries like Romania, or for the developing countries to implement eGovernment services.

2. The implementation of these services contribute to achieving the MDG and reducing administrative costs, thus leading to a better involvement of citizens in the government act.

3. Special attention must be paid to eSkills and also fighting against digital divide among countries of the world.

4. The cooperation with the industry is essential in developing good electronic services. We believe that thematic working groups should be created prior to proposing a national strategy and afterwards to follow the implementation.

5. Excellent cooperation with the civil society and the press is necessary in order to promote a project. It is important to present all the benefits of a potential change, before you even launch for debate a law proposition or a project. Electronic services are a solution to better present the initiatives of the government and interact with the citizens.
Thank you for your attention!

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