ICT INFRASTRUCTURE

76% **+1%**

BBA penetration level

More than 1 MLN

Users of fixed broadband access

3,2 mln **+9%**

Users of mobile broadband access

By the number of users:

- THE FIRST PLACE IN VOLGA FEDERAL DISTRICT
- THE THIRD PLACE IN RUSSIA (AFTER MOSCOW AND ST. PETERSBURG)
DYNAMICS FOR E-SERVICES

The number of services transferred into the e-form and demand for such services with population grows every year.
INFRASTRUCTURE OF E-SERVICES
IN REPUBLIC OF TATARSTAN

247 E-services

Portal of state and municipal services
uslugi.tatarstan.ru

More than 2 mln personal accounts

383 Infomats

323 Electronic queue
objects with electronic queue management system

618,1 Mobile application downloads

E-Services of RT

92 246 Calls for 6 months of 2018

Contact-center 24/7 (843) 5-114-115
MOBILE APPLICATION “E-SERVICES OF RT”

20 services requested
- Paying traffic violation fines,
- Registering in the kindergarten waiting list,
- Kindergarten payments
- Municipal services payments
- Payment of taxes

More than 2,5 MLN SERVICES were provided via mobile application for 6 months of 2018

618,1 times Downloaded
E-SERVICES IN REPUBLIC OF TATARSTAN
for 6 months of 2018

**20,3 MLN** Services provides

+17%

**247** services
Electronic services for population and business in total

**7,3 MLN** Electronic bookings of appointment with a doctor

+7%

**3 MLN** Reviews of the school card balance

+25%
E-SERVICES IN REPUBLIC OF TATARSTAN
for 6 months of 2018

65,9 K  
+8%
Applications for the compensation of parents’ payment

46,3 K  
+10%
Applications for issue of oversize freight traffic permit

32,6 K  
+20%
Applications for allocation of monthly child allowance

10,5 K  
+5%
Applications for state registration of marriage

1,7 K  
+15%
Applications for admission to college
E-PAYMENTS for 6 months of 2018

₽10,3 BLN +31%
Amount of payments

₽ 6,5 bln +36%
Payment of services

₽ 1,5 bln +35%
Payment for kindergarten

₽ 532,5 mln +20%
Gas payment

₽ 304,2 mln +33%
Top-up of the virtual card

₽ 230,1 mln +15%
Top-up of the school card
Electronic line terminals help to arrange an appointment with a doctor bypassing the appointment desk.

- **323**

Entries in electronic medical card:

- **18.9 MLN** (+12%)

Bookings of appointment with a doctor:

- **7.3 MLN** (7%)
More than 1 MLN users of information system “E-education in Tatarstan”

21 MLN home tasks are given in the electronic diary

Every day 100 thousand times pupils check their marks and home tasks

More than 11 K wi-fi access points installed in schools
E-DOCUMENT MANAGEMENT SYSTEM

More than **176,8 MLN** documents created since 2006

Every day **+122K** documents

**+278K** resolutions

More than **440 TB** Total volume of documents

Usable ergonomic interface

MOBILE MANAGER’S OFFICE

Voice resolutions

Graphic resolutions

Text resolutions

Electronic signature
E-DOCUMENT MANAGEMENT SYSTEM

more than 220 K USERS
Incorporation in Russian Federation

In regional and municipal authorities
- The Moscow Government
- Moscow Region Government
- Leningrad Region Government
- Tula Region Government
- Government Of The Republic Of Dagestan
- Government Of The Republic Of Ingushetia
- Government of the Republic of Tuva
- Administration of Primorski Krai
- Saratov Region Government

In federal authorities
- More than 8 k users
- Russian Ministry of Communications and Mass Media
- Russian Ministry of Finance
- Russian Ministry of Transport
- Federal Service for Supervision of Natural Resource Usage
- Federal Air Transport Agency
- Rosmolodezh либо Federal Agency for Youth Affairs
OPEN TATARSTAN

- describes activity of 18 ministries and 26 agencies
- comprises 33 departmental areas

376 REPORTS

4 K indicators

for managers
for citizens

Integrated database for monitoring of activity

Executive authorities
Municipalities
Enterprises and organizations
PUBLIC CONTROL
in operation since April 2012

More than
30,9 K requests published for 6 months in 2018

Messages about improvement of urban infrastructure, low-quality services and other problems

70% resolved
63 categories
24 moderators

58,5 downloads of mobile application
How was the visit to the doctor?
An ophthalmologist, on 5 December at 3 pm
Estimate quality

Please, specify what you didn't like?

☐ Waiting for a long time
☐ Hospital registry’s and nurses attitudes
☐ Doctor’s attitudes
☐ The conditation of the hospital room
☑ An ophthalmologist, on 5 December at 3 pm
☑ Estimate quality
PUBLIC INSPECTOR

in operation since November 2014

OBJECTIVES:

Involvement of residents into the enforcement of law on traffic safety and observance of urban redevelopment regulations

FEATURES OF THE APPLICATION:

- The system is protected from hacking and replacing the files (it is possible to make video materials only from the application)
- Registration of the location, date and time of the video shooting on the server
- Authorization through the service portal uslugi.tatarstan.ru

142,9 downloaded and installed the application

20,3 k requests processed for 6 months in 2018

22,9 mln roubles of fines paid for 6 months in 2018

18 categories
THANK YOU!