

Comprehensive Reform of Municipal Service System

Kazan City

The project is aimed at

1

Comprehensive reform of
municipal management
system

2

Improving the quality
of life and business
climate

3

Increasing the
investment
attractiveness of the
city

4

Increasing trust and loyalty
to the authorities

5

Growth of the image of
the municipal
authorities

Project Objectives

1

Ensuring the transparency of municipal services

2

Reduction of the time required to receive municipal services

3

Digitizing the receipt of services

4

Creation of an open unified information platform

5

Improving customer satisfaction

6

Reduce the number of complaints to zero

7

Creation of an effective system for monitoring the processes

8

Getting rid of paper-based processes

9

Improvement of regulatory and legal acts

10

Creation of the complex geoinformation system

11

Improving the effectiveness of management decisions

12

Improvement of the business climate in the city

13

Increasing trust and loyalty to the authorities

14

Growth of the image of the Kazan City Hall

Project team

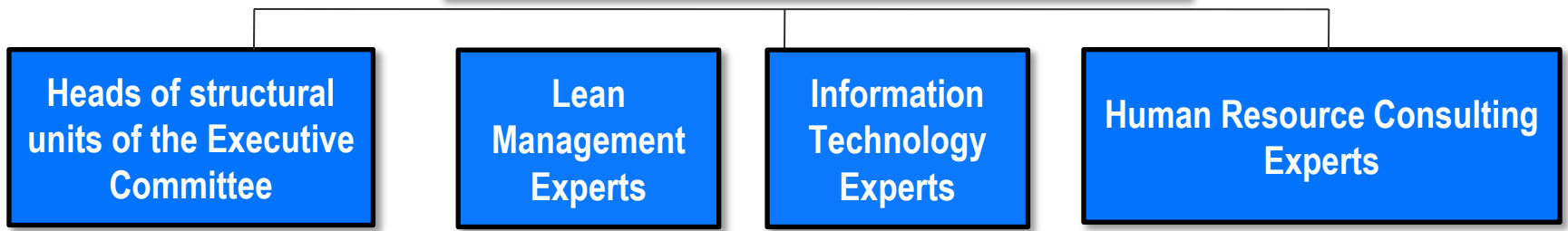
Project owner
Mayor of the city Mr. Ilсур Metshin



Project Monitor
Head of the Executive Committee
Mr. Denis Kalinkin



Project Manager
Deputy Head of the Information Technology and
Communications Department Mr. Dmitriy Kremlev



The structural units of the Executive Committee involved in the project

1

**Committee of Land
and Property
Relations**

2

**Department of
Architecture and
Urban Planning**

3

**Committee of External
Improvement**

4

**Information
Technology and
Communications
Department**

5

**Department of Urban
Planning Permit**

Reasons for undertaking the project

Due to the high development pace of the city, the growing prosperity of citizens, the increase in economic activity of citizens and businesses, the demand for municipal services is also growing. The development of information systems and the transition to the digital economy place high demands on the speed and quality of the municipal services provided.

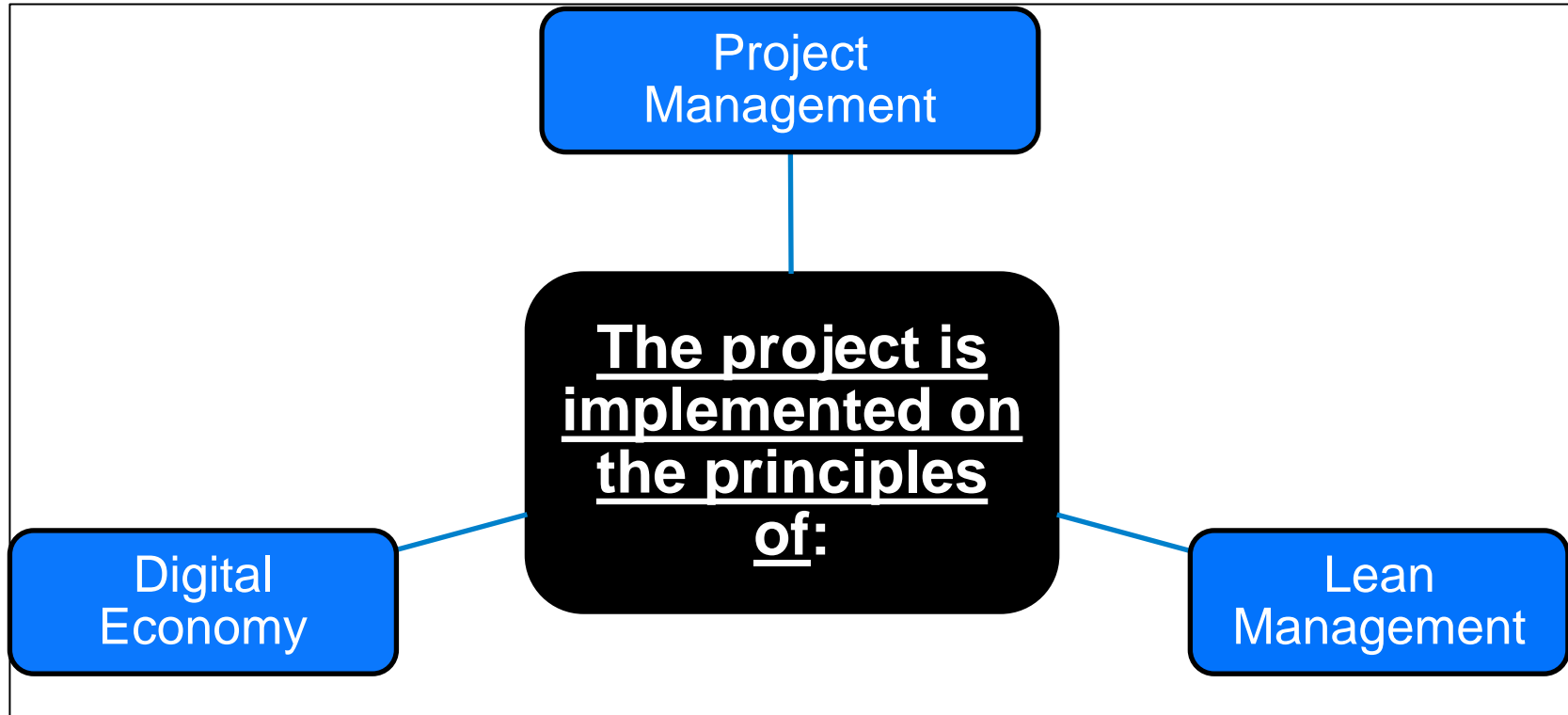
Kazan`s case:

1. 30% of customers were dissatisfied with the speed of service delivery.
2. Different timeframes of providing the municipal services.
3. The large number of errors in the results of services provided.
4. Weak information support of customers about services provided.
5. Lack of transparency of procedures.
6. The need for a citizen to interact with a variety of Executive Committee structures to obtain certain types of services.
7. Duplication of documents on paper or in electronic form.
8. Low prevalence of electronic services.

Regulatory and Legal Framework

- 1. Economic and Social Development Programs of Municipalities**
- 2. The Laws of the Republic of Tatarstan on Strategic Planning in the Republic of Tatarstan No. 12-ZRT from 16.03.2015**
- 3. The Laws of the Republic of Tatarstan on the Approval of the Strategy for Social and Economic Development of the Republic of Tatarstan till 2030 No.40-ZRT from 17.06.2015**
- 4. The Government order of the Russian Federation on the Approval of target models for business facilitation and increasing the investment attractiveness of the entities of Russia No.147-r from 31.01.2017**
- 5. The program of the Digital Economy Development in Russia**

Project Principles



Innovative aspects of the project

Project approach

Using Lean management principles

Introduction of electronic interaction

Transition to the digital economy principles

Automation of information systems for urban development activities



Introduction of a client-oriented approach

Full transition into electronic workflow

Creation of the unified information platform

Productivity improvement

Creation of an effective system of monitoring

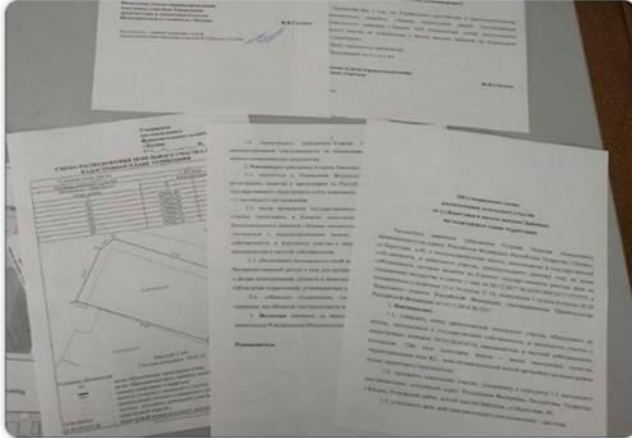
Automation of business processes

Main indicators of changes

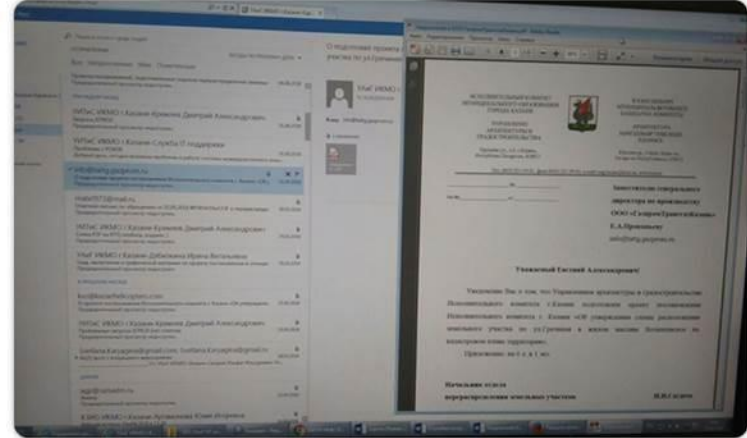
- 1. The number of abbreviated internal processes**
- 2. The number of optimized services**
- 3. Duration of the municipal service provision**
- 4. Evaluation of the clients' satisfaction**
- 5. Evaluation of the effectiveness of processes**
- 6. Number of digitized interactions and services**
- 7. Productivity of employees**
- 8. Employees' workload**

Implementation of a digital interaction

Before



Now



Digital interaction in the Committee of External Improvement

Before



Now

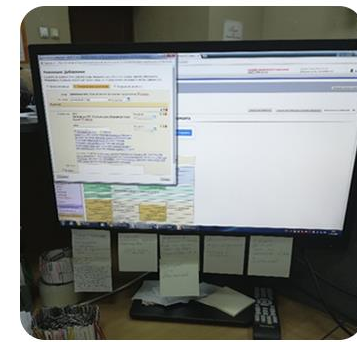
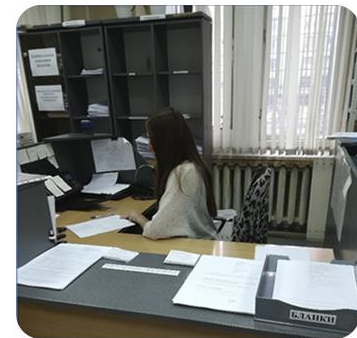
Лист согласования к документу № согл-28888-10-1 от 20.06.2018
Инициатор согласования: Барахтин И.В. Главный специалист отдела технического контроля и выдачи ордеров Комитета внешнего благоустройства
Согласование инициировано: 20.06.2018 09:57

Лист согласования		Тип согласования: смешанное			
№	ФИО	Передано на визу	Срок согласования	Результат согласования	Замечания
Тип согласования: кардинальные					
1	Князева Ю.П.	20.06.2018 - 09:57		Согласовано 20.06.2018 - 14:55	-
2	Нуриев Р.М.	20.06.2018 - 09:57		Согласовано 20.06.2018 - 10:53	Уведомление и схема ОДД №37 от 06.04.2018 г. зарегистрированы
3	Шарипов М.И.	20.06.2018 - 09:57		Согласовано 20.06.2018 - 11:36	-
4	Пыров Е.Г.	20.06.2018 - 09:57		Согласовано 21.06.2018 - 13:43	-
5	Сафин Р.Р.	20.06.2018 - 09:57		Согласовано 20.06.2018 - 10:52	-
6	Заялов Р.Р.	20.06.2018 - 09:57		На согласования / подписании	-
7	Степанов С.В.	20.06.2018 - 09:57		Согласовано 20.06.2018 - 10:08	-
Тип согласования: поименные					
8	Вафин Э.М.	-		-	-
9	Бажитова Д.А.	-		-	-

Before



Now



Before



Tablet without vector
networking

Now



Tablet with vector
networking

Personnel training



Project Benefits



**Community see that city authorities are interested in constantly improving the life quality of citizens;
Improving business conditions
Increase of investment attractiveness of the city
Optimization and automation of all internal processes**

Growth of the image of the Kazan City Hall

Increase of trust and loyalty to the authorities

**Improved system of decision-making
Improvement of regulatory and legal acts**

