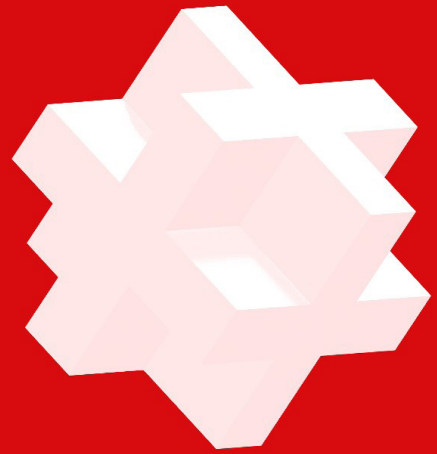## EGAP Program

We are introducing online services and e-democracy tools at the national and regional levels with the support of Switzerland.

See more

EGAP

Swiss-Ukrainian EGAP Program is the international technical assistance program which was the first in Ukraine to start the comprehensive digital transformation of the state

Our objectives are: **(1)** to improve the quality of life in Ukraine through implementing convenient governance services, **(2)** to create all preconditions in society so that residents of any region can easily make a difference in the life of their communities through initiating projects and addressing local authorities, **(3)** to make communication with government user-friendly everywhere, regardless of where you live.

Our main components include:

Public services

There are fast and transparent public electronic services for citizens and businesses. EGAP Program is the strategic partner of the Ministry of Digital Transformation of Ukraine. We helped to launch more than 60 services in the Diia mobile application and web portal. The most popular services are:

- **eBaby** – 10in1 complex service for the parents of newborns;
- **The fastest automatic business registration** – the service can be provided in a few minutes, it's the fastest in the world and has been used more than 1 million times;
- **COVID Certificates recognized by the EU and Sick Leave e-Certificates** (they replace hard copy certificates for patients).
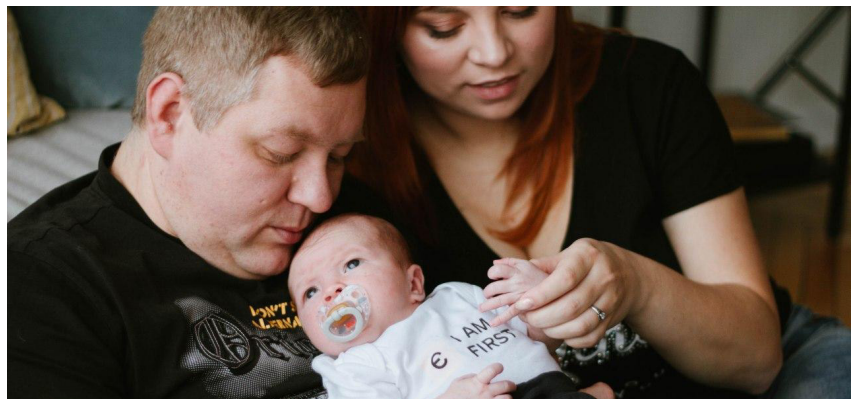
Increasing the number of users of our services is important for us, so we are interested in more Ukrainians mastering digital skills. That is why we involve citizens of hromadas in **Diia.Digital Education platform**, where you can check your level of digital awareness by taking a test and do courses in digital security, programming, and business basics for free. In order to attract as many people as possible, the courses are conducted by famous Ukrainian people and influencers.

E-democracy

We create online tools to improve communication between the government and society, allowing Ukrainians to get involved in state governance. Within this component, we developed the first national e-democracy platform e-DEM, which includes digital tools such as:

➤ **Participatory Budget**. Community residents launch public initiatives and apply to have them funded from the local budget (one of the most popular tools has over 1 million users).
➤ **Local Petitions** allow citizens to petition local authorities online and draw attention to a specific issue.

➤ **Public Consultations** allow government authorities to measure the community's attitude toward various issues, and residents can use them to offer solutions.
➤ **School Participatory Budget** teaches students to submit and implement projects. For example, equipping a new sports hall.
➤ **Open Community**. Ukrainians report a local problem to government authorities and leave the relevant mark on the map, i.e., they can report a broken garbage can or an out-of-order traffic light.

Digital transformation of regions

We create solutions that improve the interaction between the authorities and hromada and reduce the digital divide at the regional level. We provide comprehensive support for the digital transformation of six target regions: Vinnytsia, Volyn, Odesa, Dnipropetrovsk, Luhansk, and Chernihiv.

For the digital transformation of regions, EGAP Program works at two levels:

➤ **National Level**. The toolbox of this level includes the SVOI platform, which is both a municipal website developing tool and a chatbot for citizens to interact with local authorities, with 42,000 users and 325 connected communities. We also connect hromadas to e-democracy tools.
➤ **Regional Level**. We are launching projects to automate the Administrative Service Centers, conduct training for civil servants, and implement boilerplate projects. The latter include mobile suitcases, digital strategy, a smart call center, Citizen Activity Centers, e-diaries and e-magazines, surveys, etc.

Program results in numbers:

➤ **More than 60** national digital services were introduced to simplify the lives of Ukrainians.

➤ **18 million** users have connected to our digital services.

➤ **450** local self-government bodies cooperate with us on a regular basis.

War context

The full-scale war has made adjustments to the functioning of all industries in Ukraine, but we continue to develop digital services that help citizens simplify their lives. Some of them are vital for ordinary citizens affected by the war:

1. **Law Assistant for IDPs Chatbot** provides instructions for internally displaced persons regarding evacuation, traveling abroad, housing, educational and medical services and keeps citizens in the occupied territories informed;

2. **SVOI chatbot** informs Ukrainians about the air alert, location of bomb shelters, and other basic information required "for survival";

3. **Demining of Ukraine application**. Launched in cooperation with the State Emergency Service, it shows citizens mine zones and helps sappers to demine the territories of Ukraine faster;

4. **Electronic residence documents** replace their hard copy counterparts and provide an opportunity for women and children to travel abroad if necessary. We have digitized hard copies and made them available on a smartphone or laptop;

5. **Automatic business registration** on Diia portal that literally takes a few seconds. It supports the economy and businesses that still function despite missile attacks and power outages.

EGAP Program has a special section where we tell success stories about our key projects and their impact on citizens and share some lifehacks about their implementation. **Here are some stories to inspire you:**

1. Services for Individual Entrepreneurs. Create, edit, and close individual entrepreneurs on the Diia portal or application. The services are convenient and user-friendly, and they offer many tips.

2. Participatory budget is an electronic democracy tool that helps settlement residents have a say in how the municipal budget is spent. Namely, they can create their own projects or vote for the initiatives of others.

3. Digitization of Ukrainian villages: main challenges compared to cities and experience in implementing a large-scale digital tool called "mobile suitcases" (a mobile workspace where low-mobility population groups can get administrative services on the go; the humorous name is "James Bond's suitcase").