

View results

Respondent

12

Anonymous

13:20

Time to complete

City and Country

1. City name *

Moscow

2. Country name *

Russian Federation

I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. *

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

The official portal of the Moscow Mayor and Moscow Government: <https://www.mos.ru>
Section on the official federal portal: <https://www.gosuslugi.ru/r/moscow>

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

Since 2011, a digital ecosystem of interaction between the city and the resident has been functioning in Moscow, based on the mos.ru portal. At the end of 2022, more than 400 services in electronic form are available on the portal, including search and payment of accruals, making an appointment with executive authorities, organizations and service centers. The number of users of electronic city services and services exceeded 15.4 million residents and 444 thousand legal entities and individual entrepreneurs. In 2022, the mos.ru portal received more than 657 million requests for services, which means that every hour residents received more than 75 thousand services using the mos.ru portal. The most in demand services included: "Electronic diary of a student" (more than 193.7 million requests, <https://www.mos.ru/pgu/ru/services/procedure/0/0/7700000010000187206/>), "Electronic medical record" (more than 163.2 million hits, <https://www.mos.ru/pgu/ru/services/link/3676/>), "Doctor's appointment" (more than 79.9 million requests, <https://www.mos.ru/services/zapis-k-vrachu/>), "Reception of readings of water and heat meters" (more than 73.9 million requests, <https://www.mos.ru/services/pokazaniya-vodi-i-tepla/>) and "Obtaining information about attending and feeding a child at school, kindergarten, college" (more than 44 million requests, <https://www.mos.ru/pgu/ru/services/link/2197/>). Thanks to the development of the digital ecosystem, Moscow is creating value-added services. This is a new generation of services that connect city institutions, residents and businesses on the site of the mos.ru portal, involve them in the process of developing the urban environment and make the capital even more open. With the help of a charity service (<https://www.mos.ru/city/projects/blago/>), residents can make donations to trusted funds, transferring funds for good deeds and helping those who find themselves in a difficult life situation. On the mos.ru portal, citizens can rent space (<https://www.mos.ru/arenda/>) in a cultural center or museum, use reservation service (<https://www.mos.ru/knigi/>) in the library, order the removal and environmental disposal (<https://www.mos.ru/services/vyvoz/>) of unwanted furniture and old household appliances, and even receive personal instructions (<https://www.mos.ru/services/pomoshch-v-perezde/>) to help them settle in a new place after moving. An important stage in the development of the digital ecosystem of the capital is the transition from the digitalization of individual services to creating super services, a set of digital solutions that combine several services specific to different life situations, for example, moving, whether resettlement under the renovation program (<https://www.mos.ru/services/perezdz/>) or change of residence (<https://www.mos.ru/services/perezdz-v-moskve/>) in general. The service provides citizens with all the necessary information on how to register at a new address, enroll children in a school or kindergarten, apply for medical certificates, and much more. In order to easily use electronic services, Moscow has developed its own unique user identifier - Mos.ID (<https://www.mos.ru/city/projects/kabinet/>). This is a single account, the login and password of which can be used on the mos.ru portal, as well as in Moscow applications and portals for the interaction of residents with the city, such as Active Citizen (<https://ag.mos.ru/home>), Electronic Home (<https://ed.mos.ru/>), Our City (<https://gorod.mos.ru/>) and others. Since 2021, the mos.ru team has been working to increase the accessibility of services for people with disabilities and is finalizing the portal taking into account the requirements of inclusion. Work on the development of the mos.ru inclusive design system is based on the requirements of the WCAG (<https://www.w3.org/WAI/standards-guidelines/wcag/>) international standard and the Russian GOST R 52872-2019 (<https://docs.cntd.ru/document/1200167693>).

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

The city of Moscow actively engages citizens in the city management processes. Moscow residents are given the opportunity to influence the development of the city: offer their ideas, choose specific measures and monitor their implementation, as well as report violations in the city economy. Special projects and solutions are designed to promote interaction between authorities and residents, to receive "feedback" from Moscow residents. For example: 1. Active Citizen (<https://ag.mos.ru/>): a platform for conducting electronic voting among residents of the capital. Thanks to him, Muscovites help solve the problems of city development. 2. Our town (<https://gorod.mos.ru/>): a project that allows citizens to report problems in the maintenance of city facilities, and monitor the quality of solutions offered by city services. 3. City of ideas (<https://crowd.mos.ru/>): a project that allows citizens to propose ideas for solving certain issues related to the life of the capital, as well as vote for proposals selected by experts. The ideas that received the most votes are implemented in the city. 4. Quest City (<https://gz.mos.ru/>): a project to involve city residents in fulfilling tasks from executive authorities for the benefit of the city. 5. Electronic home (<https://ed.mos.ru/>): a project for the interaction of residents and managing organizations that allows communication between residents to resolve issues related to the management and maintenance of apartment buildings. 6. Moscow Assistant (<https://помощникмосквы.рф/>): this project helps to reduce the number of violations and improve safety on the roads of the capital. The mobile application allows Moscow residents to record parking violations using their smartphones. 7. Electronic reception of the Mayor and the Moscow Government (<https://www.mos.ru/feedback/reception/>): through the electronic reception, citizens can communicate and address their questions to the Moscow Government. A response should be sent within 30 days, since receiving the question. 8. Citywide Call Center (CCC) (<https://www.mos.ru/city/projects/contact-center/>): thanks to the CCC, you can get city services or advice on issues, leave a message, report a problem. The system of speech synthesis and recognition (voice assistant) operates on the hotlines of the CCC. 9. Chatbot on mos.ru (Tool on the mos.ru portal): a virtual assistant based on artificial intelligence (AI) technology that advises users on the operation of the city portal and its services. He accepts requests in the mos.ru support online chat.

6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

Openness and transparency are among the main principles of Moscow's digital government. For this reason, all processes of city management are in sight - in real time, any citizen can get acquainted with the city's solutions and opportunities on the mos.ru portal, in city applications, and on the city's open data portal. At any time, you can get information about when a major overhaul of the house is expected and how much money has been allocated for this, get open city data on topics of interest. For example: 1. Open budget of the city of Moscow (<https://budget.mos.ru/>): the portal provides access to complete information on the planning and implementation of the budgetary policy of the city of Moscow. The portal discloses information about structure, revenues, expenditures as well as execution of the city's budget. 2. Open data portal of the Moscow Government (<https://data.mos.ru/>): the portal is an electronic catalog of data on the activities of public authorities of the city of Moscow.

7. Public procurement:

The transfer of public procurement processes to electronic form allows to increase efficiency and transparency for both customers and performers. Centralization allowed to improve the quality of procurement activities and the efficiency of spending budget funds, and reduce many risks: from litigation to non-execution of contracts by unscrupulous suppliers. Due to the digitization of processes, the coordination and transparency of the work of budget money is increased, paperwork is excluded or reduced to a minimum. Special purchasing services exist both in the mos.ru ecosystem and on independent platforms, as shown in the table below. For example: 1. Unified Automated Trading Information System of Moscow (EAIST Russian abbreviation) (<https://eaist.mos.ru>): the system is designed to download, consolidate, store and process data necessary for the procurement of goods, works and services to meet the state and municipal needs of the city of Moscow, the needs of certain types of funds and legal entities in the city of Moscow. 2. Moscow Supplier Portal (<https://zakupki.mos.ru>): platform for making small purchases. By the end of 2022, over 53 thousand state and municipal customers from 39 constituent entities of the Russian Federation were engaged in procurement activities, with more than 290 thousand registered suppliers from 86 regions.

8. Other major portals at the city/municipality level:

The mos.ru portal traffic in 2022 amounted to more than 503 million visits, the portal was visited by 111.9 million people. Among the most popular portals of the city are the "Unified Transport Portal" (all information about the public transport of the city, <https://transport.mos.ru/>), "Discover Moscow" (information about cultural monuments, tourist routes and services, <https://um.mos.ru/>) and the "Investment Portal" (services and information for investors, <https://investmoscow.ru/>), RUSSPASS (digital travel service for organizing travel, <https://russpass.ru/moskva-s-toboy>).

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

Yes

No

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

Eduard Lysenko

11. Title *

Minister of the Government of Moscow, Head of the Department of Information Technologies

12. Organization *

Department of Information Technologies of Moscow

13. Email *

dit@mos.ru

14. Phone *

+7 (495) 620-00-00

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) *

Yes, it is related to the activities of the Ministry of Digital Development, Communications and Mass Media of the Russian Federation.

II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

Yes

No

17. Local level?

Yes

No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

The formation and use of information resources, information technologies and means of their support, the protection of information, the rights of subjects participating in information processes and informatization are regulated by the Federal Law "On Information, Information Technologies and Information Protection" dated July 27, 2006 No. 149-FZ (<https://docs.cntd.ru/document/901990051>).

A similar law is in force at the level of the city of Moscow - Law of the city of Moscow dated October 24, 2001 No. 52 "On Information Resources and Informatization of the City of Moscow" (<https://docs.cntd.ru/document/3631020>). It regulates relations in the formation and use of information resources of the city of Moscow, as well as the creation and operation of information systems containing these resources.

The issues of storage and processing of personal data are regulated by Federal Law No. 152-FZ "On Personal Data" (<https://docs.cntd.ru/document/901990046>).

The provision of public services in electronic form is provided in accordance with Federal Law No. 210-FZ "On the organization of the provision of state and municipal services" (<https://docs.cntd.ru/document/902228011>).

III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? *

Yes

No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

A special city program "Development of the digital environment and innovations" is being implemented, approved by the Decree of the Government of Moscow dated 09.08.2011 No. 349-PP. This program includes not only strategic goal setting, but also information on financing activities and projects to introduce digital technologies in all areas of the city economy.

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

The implementation of projects in the field of digital government is financed under the State Program of the City of Moscow "Development of the Digital Environment and Innovations" (Decree of the Government of Moscow dated 09.08.2011 No. 349-PP). The budget for the implementation of this state program is 3.8% of the total budget of the city of Moscow, approved by the law "On the budget of Moscow for 2023 and the planning period of 2024 and 2025".

23. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. *

Information about the budget of the city of Moscow is available on the Open Budget portal (<https://budget.mos.ru/>). The law "On the budget of Moscow for 2023 and the planning period of 2024 and 2025" is also available on portal.

24. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. *

Moscow has been actively involved in the agenda related to the achievement of the UN Sustainable Development Goals (SDGs) for several years now. The capital ensures the fulfillment of goals related to the creation of decent working conditions and economic growth, quality education, ecology, infrastructure development, gender equality. Moscow is also implementing a number of projects that contribute to the achievement of the UN SDGs. For example:

1. Electronic medical record (<https://www.mos.ru/city/projects/medcarta>): the service allows citizens to receive information from a medical record in electronic form, namely information about health, diagnostics, treatment, prescriptions and other data. The service contributes to the achievement of SDG 3 "Good health and well-being".
2. Moscow Electronic School (<https://www.mos.ru/city/projects/mesh/teachers>): a project for teachers, children and parents aimed at creating a high-tech educational environment in schools. The service contributes to the achievement of SDG 4 "Quality Education".
3. Reception of readings of water and heat meters (<https://www.mos.ru/services/pokazaniya-vodi-i-tepla>): the service allows residents of the city to submit meter readings, view consumption history and track the moment when it is necessary to check the meters. The service contributes to the achievement of SDG 6 "Clean Water and Sanitation".
4. The Moscow employment service (<https://talent.mos.ru>): a platform where the current personnel reserve of the Mayor of Moscow is presented, as well as information about the best professionals from the external market who are ready to work and build a career in the city's executive authorities. The portal contributes to the achievement of SDG 8 "Decent work and economic growth".
5. Charity service (<https://mos.ru/blago>): with this service users of the mos.ru portal can donate money to charitable foundations. Users can do this without commission at the same time as paying their regular bills. The service contributes to the achievement of SDG 10 "Reducing inequalities".
6. Removal of unnecessary things (<https://www.mos.ru/services/vyvoz>): the service allows users to conveniently and environment-friendly get rid of large household appliances, metal objects and waste paper. Re-cycled plastic is used to further produce new items. The service contributes to the achievement of SDG 11 "Sustainable cities and towns".
7. Green bonds (<https://greenbonds.moscow>): the financial instrument allows citizens to invest in the city's most important environmental projects. The tool contributes to the achievement of SDG 12 "Responsible consumption and production".
8. MosEcoMonitoring (<https://mosecom.mos.ru>): the environmental monitoring portal includes observations of the state of atmospheric air, surface water bodies, soils, green spaces, noise levels, dangerous geo-ecological processes. The portal contributes to the achievement of SDG 13 "Combating climate change".
9. Mospriroda (MosEnvironment, <https://mospriroda.ru>): on the portal, users can learn about the nature sites and environmental events, choose an interesting route for walking or sign up for quests, master classes, excursions and lectures on flora and fauna in the city. The portal contributes to the achievement of SDG 14 "Conservation of marine ecosystems" and SDG 15 "Conservation of terrestrial ecosystems".

In addition, an open knowledge base of Smart City Moscow (<https://ict.moscow/projects/smartcitymoscow/>) IT solutions has been published on the ICT.Moscow industry portal, for each of which the corresponding SDGs are indicated.

25. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

Moscow is at the forefront of change, introducing the most advanced technologies and the best domestic and international developments. An intelligent transport system (https://transport.mos.ru/mostrans/all_news/17160) has been created in Moscow, linking all types of urban transport. More than 40 thousand traffic lights, 3.5 thousand traffic monitoring detectors and 2.5 thousand TV cameras are connected to the system. The Moscow Transport (<https://transport.mos.ru/>) mobile application allows residents to build multimodal routes for moving around the city, taking into account traffic density. The smart system "Antison" operates in the capital's transport, which monitors the condition of the driver and monitors signs of fatigue. Examples of other services

1. Troika smart card (https://transport.mos.ru/mostrans/oplata_proezda/troika): a convenient and modern means of payment for transport, where users can record tickets for the current tariff menu, use (replenish) the Wallet ticket, and record subscriptions for suburban electric trains. In addition to paying for transport, Troika can be used to pay for tickets to cultural sites in Moscow.
2. Moskvich card (<https://www.mos.ru/karta-moskvicha/>): most Moscow resident card holders are entitled to free travel on all types of public transport in the city of Moscow and the Moscow Region. Pupils and students can purchase tickets at a discount for travel by card in public transport and commuter trains.
3. On the Way (<https://www.mosgortrans.ru/about/projects/po-puti/>): the service of personalized transportation on demand allows you to book a bus to the nearest stop, while the fare remains the same as in conventional public land transport. Service stops can be recognized by special steles with a QR code.
4. Wi-Fi in Moscow transport (<https://transport.mos.ru/mostrans/wifi>): free Wi-Fi network operates in all carriages of the Moscow Metro, on the Moscow Central Circle (MCC) and Moscow Central Diameters, in buses, trams and commuter trains with a Wi-Fi sticker on board, as well as in all Aeroexpress trains.
5. Biometric fare payment system in Moscow transport (<https://mosmetro.ru/facepay>): a service that allows you to pay for travel in the Moscow metro and the Moscow Central Ring using biometrics.

26. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

The city of Moscow creates an accessible and comfortable urban customer-centered environment. Particular attention is paid to vulnerable groups of the population (women, children, persons with disabilities, the elderly). The comfort of living in the city is provided both in the physical environment (ramps, special signs, etc.) and in the digital one. 1. Discounted travel cards for Muscovites (<https://www.mos.ru/otvet-socialnaya-podderjka/kak-polzovatsya-kartoy-moskvichadlya-poezdok-v-transporte/>): free travel with a Muscovite card on all types of urban passenger transport is possible for children, parents in large families, pensioners, and the disabled. Students in accredited educational institutions receive travel benefits. The full list of beneficiaries is determined in accordance with the laws and other regulatory legal acts of the Russian Federation and the city of Moscow. 2. Social Taxi (<https://www.mos.ru/dt/function/voprosy-i-otvety/socialnoe-taksi/>): the service is provided to people with limited mobility on individual and collective requests, providing them with access to socially significant facilities, cultural, sports and entertainment facilities. 3. Registration of a parking permit for a big family (<https://www.mos.ru/pgu/ru/services/link/3130/>): the service allows users to issue a parking permit for a large family for free parking for one vehicle, within the entire area of paid city parking, daily, around the clock, during the entire period when a family is considered a big family in Moscow. 4. Passenger Mobility Center (<https://www.mosmetro.ru/passengers/services/accessibility-center/about>): met-ro and MCC service, whose employees help people with limited mobility safely and comfortably move around the metro and MCC. 5. Discounted meals (<https://www.mos.ru/pgu/ru/service/igotnoe-pitanie/>): service for free daily complex breakfasts and lunches at school. It can be received by children from large and low-income families, children with disabilities and other preferential categories. 6. Help with relocation (<https://www.mos.ru/services/pomoshch-v-perezde/>): thanks to the service, participants in the renovation program can order transport for the transportation of things free of charge and use the services of movers. It is necessary to order assistance before the actual release of the apartment. 7. Super service "Moving under the renovation program" (<https://www.mos.ru/services/perezdz/>): this super service assists users with a list of documents needed for relocation and how to sign up online to inspect an apartment or sign an agreement. Also, residents can get free help from movers and apply for the elimination of construction defects online.

27. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. *

Moscow is one of the greenest cities in the world. More and more of its inhabitants strive to preserve the environment and use natural resources wisely, and city services help them with this. 1. Moscow longevity (<https://www.mos.ru/city/projects/dolgoletie/>): a project for active elder Moscow residents, which includes recreational, educational and leisure activities held both in-person and online. 2. Discover Moscow (<https://um.mos.ru/>): navigation and tourist Internet portal about Moscow. More than 200 routes and quizzes are presented on the portal and in the application, audio tours, virtual tours of iconic sights, special projects for adults and children, and much more are regularly published. 3. Our tree (<https://www.mos.ru/services/nashe-derevo/>): the service makes it possible to plant a personalized tree in honor of the birth of a child for free. An application for planting a tree can be submitted if the child is under three years old and one of the parents is registered in Moscow. 4. Online appointment with a doctor (<https://www.mos.ru/services/zapis-k-vrachu/>): the service allows you to make an appointment with a doctor at a polyclinic, as well as reschedule and cancel an appointment with a doctor, view referrals, make an appointment for a referral, view prescriptions. 5. Together with Culture (<https://www.mos.ru/arenda/>): service for renting premises for classes and events in cultural institutions. The service works as online booking: just select the desired site, select the current date and time, pay and receive a booking confirmation.

28. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. *

Ankara (Turkey), Athens (Greece), Buenos Aires (Argentina), Bavaria (Germany), Basel (Switzerland), Banja Luka (Bosnia and Herzegovina), Barcelona (Spain), Belgrade (Serbia), Berlin (Germany), Bratislava (Slovakia), Brussels (Belgium), Vienna (Austria), Genoa (Italy), Hesse (Germany), Delhi (India), Dublin (Ireland), Dusseldorf (Germany), Zagreb (Croatia), Caracas (Venezuela), Quebec (Canada), Queensland (Australia), Krakow (Poland), London (UK), Ljubljana (Slovenia), Madrid (Spain), Managua (Nicaragua), Montreal (Canada), Nicosia (Cyprus), Oslo (Norway), Paris (France), Beijing (China), Prague (Czech Republic), Rome (Italy), Rio de Janeiro (Brazil), Sao Paulo (Brazil), Seoul (Republic of Korea), Sofia (Bulgaria), Istanbul (Turkey), Stockholm (Sweden), Strasbourg (France), Tirana (Albania), Tokyo (Japan), Ulaanbaatar (Mongolia), Hanoi (Vietnam), Helsinki (Finland), Houston (USA), Chicago (USA), Bishkek (Kyrgyzstan), Dubai, Abu Dhabi (UAE), Bangkok (Thailand), Cairo (Egypt), Cape Town (South Africa).

IV. Usage of online services

29. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

More than 83.6% of public services in Moscow have been converted into electronic form and are available to residents on the mos.ru portal. The personal account (<https://www.mos.ru/city/projects/kabinet/>) on the mos.ru portal is a single point of access to the most frequently used city services and provides an opportunity to simplify the procedure for obtaining them, and allows users to visually track the status of services. In order to apply electronically, users need to open the "Services" (<https://www.mos.ru/uslugi/>) section, where there is a convenient catalog, which, in fact, has become a guide for Muscovites to all city electronic services and services. Registered users can receive them in electronic form. To have access to all the features of the portal, you will also need to verify your identity online or at the My Documents (<https://www.mos.ru/services/centry-gosudarstvennyh-uslug/>) public service centers. Users can log in to the portal in 10 different ways, including a QR code (<https://www.mos.ru/news/item/114716073/>).

30. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. *

To help citizens use services at any convenient time and place, Moscow is developing an ecosystem of mobile applications. With their help, residents make appointments with doctors, transmit meter readings, take care of the nutrition and academic performance of children, pay bills, and much more. The share of services available through mobile applications accounts for 83.6% of the city's services.

Information about city mobile applications in Moscow is published (<https://www.mos.ru/city/projects/mosapps/>) on the mos.ru portal.

The most demanded applications include "Gosuslugi Moskv" (more than 8.8 million users, <https://www.mos.ru/city/projects/mosapps/#moscowserv>) and "My Moscow" (over 4.5 million users, <https://www.mos.ru/city/projects/mosapps/#mymoscow>).

Most of the applications can also be downloaded from the RuMarket (<https://ruplay.market/apps/>) platform - a modern store of applications, games and other content for smartphones and tablets based on Android. For example:

1. My Moscow (https://ruplay.market/apps/category/Gorodskie_servisy/ru.mos.app/): using the application, you can make an appointment with a doctor, pay for kindergarten or housing and communal services, transfer readings from water and electricity meters, check how your child is doing at school and get advice from contact center operators.

2. Gosuslugi Moskv (https://ruplay.market/apps/category/Gorodskie_servisy/ru.mos.app/): in the application, all users can receive public services easily and quickly: fill out the necessary documents, make an appointment, pay accruals or order certificates and extracts.

The full list of mobile applications includes: "My Moscow", "Our City", "Gosuslugi Moskv", "Electronic diary Moscow e-School", "Electronic Home", "Moscow parking", "Moscow e-School Library", "Moscow Transport", "Moscow Metro", "Active Citizen", "Discover Moscow", "RussPass", "City of Tasks" and "My ID".

31. Do you collect usage statistics of e-Government services? *

Yes

No

32. If yes, do you publish the results online and share those with the public institutions concerned?

The Moscow Government regularly publishes news materials with statistics on the use of city online services on the mos.ru portal.

Moscow Government statistics are collected as part of the State Program of the City of Moscow "Development of the Digital Environment and Innovations" (Decree of the Moscow Government dated August 9, 2011 No. 349-PP) and are published in the annual reports of the Department of Information Technologies of the City of Moscow.

V. User Satisfaction

33. Do you measure the satisfaction of citizens with the e-Government services provided? *

Yes

No

Other

34. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. *

The Moscow government regularly measures the satisfaction of citizens with key digital projects of the city. The results of these measurements are regularly sent directly to the concerned government agencies.

35. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

In 2022, Muscovites evaluated (<https://www.mos.ru/news/item/121143073/>) the convenience of receiving city services electronically on mos.ru. If in 2021 the average score was 4.4, then in 2022 it increased to 4.6 (on a 5-point scale).

VI. Social Media

36. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

The authorities of the city of Moscow have official pages in the popular social networks VKontakte and Odnoklassniki. Residents can contact the authorities using the means of communication of the social network itself. If you have any questions, suggestions or comments about receiving public services on mos.ru, citizens can choose a convenient method of communication through the social networks VKontakte (<https://vk.com/pgu.moskva>) and Odnoklassniki (<https://ok.ru/pgu.moskva>), as well as the mail.ru (<https://otvet.mail.ru/mosru/answers/>).

VII. Crisis/Emergency Response and Recovery

37. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar)? Please explain further and provide links.

In the event of a crisis/emergency situation, the mos.ru portal launches public notification protocols that present special information pages containing: news on the event, instructions for residents, support measures, contact information for authorities, and other information. For example, these tools were used during the Covid-19 pandemic (<https://www.mos.ru/city/projects/covid-19/>). Examples of other services: 1. Citywide Contact Center (<https://www.mos.ru/city/projects/contact-center/>): CCC includes more than 70 hotlines for citizens, legal entities, authorities and processes more than 5 million calls from residents per month. Hotline operators are available 24 hours a day, 7 days a week. To communicate with residents, special attention is paid to the development and implementation of digital technologies - artificial intelligence. Since 2014, a voice assistant has begun to receive calls on popular hotlines. 2. Service 112 (<https://112.mos.ru/>): specialists in receiving and processing emergency calls notify emergency operational and emergency services in case of any threat to life, health or property, citizens, violation of law and order or living conditions. 3. Unified Dispatch Center of Moscow (<https://www.mos.ru/otvet-dom-i-dvor/kak-svyazatsya-s-dispatcherskoy-sluzhboy/>): line operators can be informed about an emergency situation in the housing and communal services sector, leave an application for current repairs in an apartment or maintenance of a yard area, and also receive available information on planned or emergency outages on the day of the call. Residents can also leave an application in the mobile application "Gosuslugi Moskvy", apply online through the service "Electronic Home" or "Call Master". 4. Unified Register of information resources and systems (tel.: +7 (495) 777-77-77): specialists in all aspects of the work of government agencies, including public service centers. The mos.ru official website contains a guideline (<https://www.mos.ru/otvet-ekstrennie-situacii/>) on what to do in case of emergency, including, but not limited to: calls in case of fire, gas leaks, natural or man-made emergencies, opportunities to get psychological, legal and material assistance in case of injury/damage in an emergency.

VIII. Smart City and New Technologies

38. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

In the city of Moscow, the digital transformation of urban development sectors is carried out as part of the implementation of the State program of the city of Moscow "Development of the digital environment and innovations" (Decree of the Government of Moscow dated 09.08.2011 No. 349-PP).

IX. Contact information

39. Your name *

Dmitry Vladimirovich Ontoev

40. Title *

Advisor to the Minister

41. Email *

OntoievDV@mos.ru

42. Organization *

Department of Information Technologies of Moscow

43. Submission Date *

30/05/2023



44. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.