

PUBLIC ADMINISTRATION COMPUTERIZATION

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Abstract: *Public administration must reorganize work and by taking measures to restructure, modernize and even rethink the role and mode of operation, taking into account the requirements of the Information Society*

Keywords: *the process of public administration computerization, portal for access to e-government services, portal for on-line administrative documents, National Electronic System Website.*

JEL Classification: *K 00, K23.*

For the purpose of supporting the computerization process a series of laws have been issued to regulate several important aspects of this process:

- *Law no. 455/2001 on electronic signature and Government Decision no. 1259/2001 on the technological and methodological rules for the enforcement of Law no.455/2001:*

- *Law no. 291/2002 for the approval of the Government Ordinance no.24/2002 for collecting local taxes by means of electronic devices, published in the Official Gazette no. 346/24.05.2002;*

- *Law no. 468/2002 for the approval of the Government Ordinance no.20/2002 on public acquisitions by means of electronic auctions, published in the Official Gazette no. 551/29.07.2002;*

- *The G.O. no. 83/2001 on the establishment, organization and functioning of the community public services for passports' issue and record:*

- *The G.O. no. 84/2001 on the establishment, organization and functioning of the community public services for population's record;*

- *The G.O. no. 69/2002 on the legal status of the electronic ID card.*

Main Objectives and priorities

When identifying the main objectives and priorities of the process of public administration computerization, one should bear in mind the basic public services identified by the European Commission which can be rendered on an electronic support:

1. *Income and local taxes: income statement, notification and payments' process;*
2. *Search / Job offers;*

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3. Social security information (facilities for the unemployed, children's support, scholarships for students etc.);
4. Personal documents (ID cards, driving licenses, polling card, social insurance, medical insurance etc.);Cars' registration;
5. Applications for getting building authorizations;
6. Declarations addressed to the Police (ref. stolen or lost documents etc.);
7. Public libraries;
8. Marital Status Registers;
9. University registration;
10. Address change notification;
11. Health services

The process of public administration computerization follows two levels, each with its characteristics:

- Central level, represented by the Ministries and the Government agencies;
- Local level, represented by the territorial administrative units.

Central Level

One of the priority actions is the generalization of the present pilot projects run by the Ministry of Communication and Information Technology with applications for the central public administration:

- Portal for access to e-government services;
- Portal for on-line administrative documents

National Electronic System Website

The National Electronic System, available on the website at www.e-guvernare.ro, is the unique access point to public services and information of the central and local public administration, useful for both natural and legal persons.

The section online forms allows the download of forms used by different institutions, which can be printed, filled in, and then sent by regular mail or handed in at the respective institutions. There are 164 available forms, and this number shall be extended gradually. The forms refer to: taxes, health, children's support, pensions, state insurances etc, and access to these forms don't require user registration.

The online public services involve filling in forms, namely solving a problem related to administration without actually going to the respective institution or without using other means of sending documents. At this moment 5 electronic services are available online, and their number shall be gradually increased. The system will also be gradually developed as regards the number of users; at present the on-line services are available only to the important tax payers from Bucharest and Ilfov County (350).

For the electronic contact with the local public administration the section "*Documents necessary for*" which provides the links to city halls, prefecture and county councils from the entire country, thus facilitating the access to the necessary documents for Urban Planning and Constructions, Marital Status, Social Protection. The subsection "*Public administration on the Internet*" facilitates the access to the local public services, and ensures their transparency.

Local Level

The approach of local public administration computerization should follow three major directions:

- IT&C infrastructure on the local level;
- The computerized management of local budgets;
- Local public administration relations with the citizens;

- Local IT systems' integration with the National Electronic System

As regards the *IT&C infrastructure on the local level*, the major objective is to make a pertinent and real assessment of its situation. The next step is to identify the possibilities for modernizing the present infrastructure and for its extension to the level of villages.

Concerning the local budgets management, there are several action directions that must be followed:

- The exact evaluation of the administrative unit returns and expenses. This direction is closely connected to the activity of the National Bureau of Real Estate, Geodesy and Cartography which provides the necessary information for estimating local taxes. *Local data basis, non-integrated*;
- ERP implementation for the administration of funds and for access to the local administration's financial situation at any time;
- The implementation of computerized instruments to manage and monitor the investments made by the local public administration.

In the case of local public administration relations with the citizens, there are also several major action directions:

- The creation at the level of each territorial administrative unit of Websites meant to facilitate the citizens' access to the information related to the activity of the local public administration authorities;
- The creation of e-desks meant to facilitate the access of citizens to information (administrative forms. Documents necessary to get approvals, the structure and the attributes of the local public administration representatives etc.);
- The implementation of system for documents' e-management meant to increase the efficiency in processing the citizens' requests and to speed up the process and to render a better transparency of the administrative actions;
- The implementation of electronic systems for collecting local taxes at the level of all territorial administrative units;
- The creation of portals meant to ease the access of the citizens to the public services offered by the local public administration.

This entire process of central and local public administration computerization shall be performed so as to ensure:

- The inter-operability of all computerized systems and the possibility for their integration;
- The standardization of the communication modes between public administrations;
- The compliance with the standards established by the European Union as regards public administration computerization.

In order to follow these rules, a unitary approach is necessary in the practice of local public administration computerization. Therefore, booklets with standardized tasks should be made and they should comply with the following major directions:

- Investments in the communication infrastructure;
- Investments in IT infrastructure;
- Applications.

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