



PRINCIPLES OF ACCOUNTING REQUESTS IN E-GOV SYSTEMS

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E-governance systems are one of the most advanced areas of application of modern information and communication technologies. These systems make it easier to conduct preliminary surveys of the population, clarification of the existing order and the ability to address issues of social development of specific areas, informing the public and business representatives about the activities of state bodies and governments in specific administrative areas.

At present, the main tasks of the e-gov systems are the reception and processing of individual and collective applications (petitions) of citizens and business representatives on matters of mutual interest; reception, processing of proposals and making decisions on socially significant issues for specific territories and local communities. To solve these problems it is important to be able to manage the lifecycle of incoming requests stream processing. The correctness of the implementation phase of accounting requests in the system determines the participants, order and timeliness of the next stages of their treatment.

The main stages (the principles of the judgment) the task of accounting incoming electronic, printed or hand-written queries are: their primary analysis and assignment to one of the groups according to the existing classification; the assessment of their soundness and compliance with laws (regulations); manufacturing electronic copy of the query text by scanning a handwritten copy, scanning and recognizing printed copy; registration requests in the prescribed manner (assign a registration number, the establishment of the performance period of intermediate and final stages, the appointment of the persons responsible for the execution and monitoring); informing the authors of the request about result its registration; compilation of current and final reports.

A large number of simultaneous incoming queries requires a sufficient number of personnel employed by pretreatment requests, documenting the stages of their passage in the system, the performance of queries on their content, as well as the control of the accuracy and timing of requests processing. For efficient operation of the E-governance systems, it is necessary to ensure a relatively uniform loading of personnel and technic equipment, which is used in the process of staff processing requests, documenting their work and compilation of current and final reports.

Processing petitions requires continuous monitoring of the number of votes in support of the issues raised in them at the voting stage, and fixing the moment of reaching the desired quantity. Then comes the stage of development and decision-making by the competent authority, the duration of which has time limit.

In operation, the e-gov system reduces administrative costs and increase the speed of decision-making. It also provides transparency of the electronic document management.