Tackling Corruption through e-Governance in Ukraine

Transparency and Accountability in Public Administration and Services (TAPAS) is an eight-year, $53 million anti-corruption activity in Ukraine, funded by USAID and UK Aid and implemented by Eurasia Foundation. TAPAS unites the government and people of Ukraine to develop e-governance tools that improve government transparency, accountability, and public service delivery. TAPAS builds the trust of Ukrainians in their government based on demonstrated transparency, accountability, and improved services.

Since 2016, TAPAS has played a critical role advancing e-governance reforms throughout Ukraine. The project harnesses the power of e-procurement, e-services, and open data to combat corruption at both the national and municipal levels.

Program Goal

To support Ukrainian citizens and the Government of Ukraine in reducing or eliminating corruption in key public administration functions and services, and build trust of Ukrainians in their government based on demonstrated transparency, accountability, and improved services.

❝ I want to thank those on our USAID teams, at UK Aid, at Eurasia Foundation, and in the Ukrainian government, who had the foresight to invest in Ukraine's digital transformation beginning eight years ago.

— Samantha Power, U.S. Agency for International Development Administrator

Key Results to Date

e-Procurement

• Since 2016, TAPAS has been the largest investor in the IT infrastructure of the e-procurement system Prozorro (prozorro.gov.ua). Prozorro is an electronic public procurement system through which state and municipal customers announce tenders to purchase goods, works and services, and businesses compete to become a state supplier. A result of collaboration between the Ukrainian government, business sector, and civil society, Prozorro brings transparency to previously opaque procurement processes and reduces corruption in public spending. In just 7 years, more than 9.8 million procurement procedures with a total value of more than $167 billion have been administered through the Prozorro system. By making public procurement more transparent, Prozorro has increased competition among bidders, saving the Ukrainian state budget an estimated $9 billion to date.

• TAPAS supported the technical and legislative development of Prozorro Market, which is based on the user experience principle of most online stores today: browse, click, buy. Prozorro Market simplifies the process of purchasing small batches of standard goods and attracts more small and medium enterprises to the public procurement market.

• TAPAS supported the development of Ukraine's DOZORRO watchdog network and public procurement monitoring portal. The DOZORRO network consists of 24 NGOs and 1,000+ volunteers across Ukraine. Members analyze public procurements on Prozorro and flag high-risk, potentially corrupt tenders to public buyers, their managing entities, and oversight authorities. Since 2017, the DOZORRO network has identified nearly 42,000 high-risk tenders valued at almost $1 billion. More than 36,000 of these tenders were brought to the attention of public purchasers and oversight authorities through formal complaints.

• TAPAS supported the creation of the Kyiv School of Economics' public procurement certificate program, which launched in March 2017. Since then, more than 600 procurement professionals have graduated from the program.

e-Procurement *(continued)*

• TAPAS provides legislative support in the field of public procurement. The program assisted in preparing Ukraine's Law on Public Procurement (PPL), which Ukraine's parliament adopted in September 2019. The new law introduces several key changes that took effect in April 2020, including personal liability for officials— particularly heads of purchasing agencies—for violating the PPL and an improved appeal mechanism for businesses. The new law aims to harmonize Ukraine's public procurement standards with European and international standards.

In 2020, <u>USAID's Digital Development Awards</u> honored TAPAS for its innovative use of technology to address systemic corruption in Ukraine. TAPAS-backed Prozorro and DOZORRO have transformed public procurement in Ukraine, bringing transparency to previously opaque public procurement processes and saving billions in taxpayer dollars.

Ukraine's Deputy Prime Minister for Innovation, Education, Science and Technology Development - Minister of Digital Transformation Mykhailo Fedorov converses with USAID Administrator Samantha Power and journalist Kara Swisher at the first-ever Diia in DC event.

Open Data

• In cooperation with the Ministry of Digital Transformation of Ukraine, TAPAS drafted three packages of amendments to Decree No. 835 on open data publishing requirements. Decrees introducing amendments were adopted by the Cabinet of Ministers in December 2017, April 2019, and April 2021, respectively. Together, the amendments have tripled the number of data sets required to be published by state authorities from 301 to more than 1,000 and improved regulations of open data publishing procedures, data formats, and structures.

In December 2023, the European Data Portal published its 8th annual <u>Open Data Maturity Report,</u> a study assessing European countries' progress in the realm of open data. Ukraine was first included in the report in 2020. Of the 35 countries assessed in this year's report, **Ukraine** ranked 3rd place overall, with an assessed level of open data maturity of 96%, well above the European average of 83%. This is a significant jump from earlier years, in which Ukraine ranked 17th (2020) and 6th (2021). Amid full-scale war, Ukraine's Ministry of Digital Transformation, with support from TAPAS, continues to develop the field of open data and works tirelessly to make priority datasets available to the public. In 2019, the Ministry stated that its goal was for Ukraine to become one of the top three countries in Europe in terms of open data development by 2024. Ukraine achieved this goal two years ahead of schedule, ranking 2nd in 2022.

• Since 2017, TAPAS has supported the modernization of data.gov.ua, which provides access to open data for a variety of purposes, including accountability, public oversight, innovation, business projects, and research. Before the war, the open data portal contained almost 41,000 data sets from 8,000 data providers and was freely used by over 5 million people. Though some datasets are now temporarily excluded from the public domain in the interest of national security, the open data sphere continues to evolve and demonstrate the field's resilience.

• With support from TAPAS, Ukraine developed 29 varieties of educational open data activities for civil servants, representatives of businesses and startups, activists, journalists and other citizens. For example, TAPAS supported the creation of a National Center of Open Data Competence, <u>diia.data.gov.ua</u>, which is designed to help open data users in Ukraine improve their open data literacy. The portal also offers up-to-date information and a wide range of learning opportunities. Between May 2021 and December 2023, more than 1.6 million unique users visited the site, of which 490,000 participated in educational courses. TAPAS also created an online video course on <u>Open Data for Civil Servants,</u> located on the Diia Digital Education Portal. More than 88,000 civil servants completed the training program between 2020 and 2023.

• TAPAS supports community-building activities and has provided $690,700 in grant support to civic leaders to develop open data-based IT products that solve social problems and eliminate corruption.

• Between 2020 and 2022, TAPAS conducted 15 case studies on the value of open data in state transparency and accountability and in solving problems faced by Ukrainian society.

• TAPAS, in collaboration with the Ministry of Digital Transformation, is developing an open data-based concept for monitoring the post-war reconstruction of Ukraine. The goal is to ensure the fastest and most effective recovery of the Ukrainian economy and society, as well as the transparent use of international aid for Ukraine. Open data will serve as the basis for evaluating the effectiveness and ensuring transparency of the entire reconstruction process.
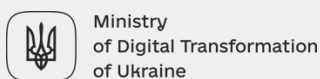
e-Services

• TAPAS supported the Ministry of Digital Transformation to develop Diia, an e-services web portal and mobile application that aims to serve as "the state in a smartphone." Over 20 million Ukrainians regularly access public services through Diia. TAPAS provided expert analytical, legal, technical, and financial support and crafted a comprehensive system of information protection for Diia.

• TAPAS prepared the Interoperability Roadmap, a three-year policy document aimed at increasing interoperability among state registries and establishing an efficient business model for data exchange. The roadmap was adopted as state policy by a Cabinet of Ministers decree. TAPAS then integrated 24 public registries into TREMBITA, a national interoperability system.

• TAPAS performed a comprehensive analysis of 23 key state databases that are managed by 13 ministries and agencies. The first of its kind in Ukraine, the analysis showed significant overlap among state databases as well as maintenance costs of approximately $750,000 per database annually.

TAPAS Chief of Party Danylo Molchanov presents on EcoSystem, a state environmental e-services platform.

• TAPAS digitized 72 public services:

○ Launched the Single Electronic System in the Construction Sector, which draws on the new Registry of Construction Activity. TAPAS made 13 construction e-services, comprising 100% of all public construction services, available on the Diia portal.

○ Developed EcoSystem, a platform that supports 10 ecological e-services for businesses and offers visualizations of state data on the environment. The system also hosts the EcoThreat module, which monitors damage caused by the Russian military.

○ Helped the Ministry of Social Policy develop a Single Information System of the Social Sphere and a Single Social Register for Social Support Services. Through this platform, the Government of Ukraine has provided support payments to several million internally displaced persons.

○ Facilitated the development of COVID-19 relief payments to aid individual entrepreneurs and employees of businesses who suffered the most due to pandemic restrictions. As of May 2021, Ukrainians had submitted more than 650,000 applications through the Diia public services platform, requesting more than $184 million in government assistance through the e-service.

• TAPAS created a national Diia e-Services Guide that contains information on more than 2,000 public services in one place. More than 3 million Ukrainians have used the guide.

• TAPAS assisted the Ministry of Digital Transformation in preparing UN surveys for E-Governance Development Index reports and Interoperable Europe's annual factsheets on the digital development of Ukraine.

Government Partners

Ministry of Digital Transformation of Ukraine

MINISTRY OF HEALTH OF UKRAINE

MINISTRY OF ECONOMY OF UKRAINE

Program Partners

East Europe Foundation

ODI open data institute

TRANSPARENCY INTERNATIONAL UKRAINE

KSE Kyiv School of Economics

TEXTY.ORG.UA

SocialBoost

ENGAGING CITIZENS, EMPOWERING COMMUNITIES

When Russia invaded Ukraine on February 24, 2022, TAPAS rapidly redesigned its project activities to meet urgent wartime needs. TAPAS remains in constant, close communication with government and civil society partners to assess evolving priorities.

TAPAS is committed to strengthening governance and agile public service delivery during war. To support the reconstruction of Ukraine, including zones liberated from Russian forces, TAPAS is also providing expert guidance on the effective use of public funds postwar. For example, in anticipation of postwar rebuilding, the program is developing a comprehensive registry to record the damage and destruction of private and public property. In parallel, TAPAS is supporting civil society monitoring and advocacy surrounding reconstruction efforts. TAPAS is also enhancing the use of open data for reconstruction and economic development to ensure open data is properly collected and used for evidence-based decision making in the public sector.

Key TAPAS Wartime Responses

• **Ensuring the security of state information systems and data protection.** Protecting state information systems and data is a top wartime priority for the Government of Ukraine. TAPAS secured Prozorro's data outside Kyiv, provided a system backup outside Ukraine, and ensured uninterrupted operation of the e-procurement system. TAPAS also secured systems and data for the Single State Construction Sector Electronic System, the National Health Service of Ukraine, and the Ministry of Youth and Sports.

• **Calculating damages of war-torn Ukraine and supporting the recovery of the country.** A month after the war started, TAPAS supported the Ministry of Digital Transformation to launch an e-service on the Diia app to collect information about property that has been damaged or destroyed. Throughout 2023, two more e-services launched under the eRecovery program, allowing Ukrainians to apply for compensation for damaged or destroyed property. By the end of December 2023, Ukrainians had submitted almost 600,000 notifications on damages, over 70,000 applications for compensation for damaged housing, and over 9,000 applications for compensation for destroyed property.

• **Responding to war challenges via Diia, a government service for citizens.** TAPAS supported the Government of Ukraine with the development and launch of high-priority social e-services on the Diia mobile app to support Ukrainian citizens living in regions with hostilities, internally displaced persons, and an economically active population. Within an expanded version of the eSupport (ePidtrymka) program, launched by the MDT, employees and private entrepreneurs working in war-affected areas submitted almost 5 million applications via Diia and more than 3 million of them received payment, amounting to UAH 22 billion (approximately $735 million) in assistance. TAPAS also helped the MDT and the State Employment Service with the development and launch of two new e-services for the registration and cancellation of unemployment status.

• **Coordinating aid from private donors, charities, and Ukrainian and international organizations via the humanitarian e-procurement platform Prozorro+.** As of January 2024, contracts have been signed to meet over 120 of these requests, which were covered by donor funding valued at almost $79,000.

• **Supporting Ukraine's businesses and trade operations with international partners via eQueue.** TAPAS supported the MCTID to launch eQueue, an electronic border crossing system for cargo vehicles to help to decongest checkpoints at the Ukrainian border. Over 750,000 vehicles crossed the border using eQueue as of January 2024. This system has now expanded to cover 16 border checkpoints.

• **Documenting environmental destruction with EcoThreat.** To support the Ministry of Environmental Protection and Natural Resources, TAPAS developed the EcoThreat module. EcoThreat is a web portal and mobile application that informs residents of Ukraine about the state of the environment and allows users to submit reports about environmental threats and damage, including those caused by war. It is part of EcoSystem, an online government platform developed by TAPAS that contains environmental information for government agencies, businesses, and the wider public. As of January 2024, Ukrainians have utilized this service to report over 2,600 instances detailing the environmental repercussions of military actions and other damage to nature.