



**Administrative Services Reform Project:** Digitizing documents & services for daily life in Ukraine



SURGe: Support to Ukraine’s Reforms for Governance Program. Funded by Global Affairs Canada. Implemented by Alinea.

## Digitizing

documentation such as identification and birth certificates



People seeking disability status should not face travel to multiple government offices and require dozens of pieces of documentation. This process, affecting more than 2.7 million Ukrainians, should be simple, respectful and reflected in changes underway to make administrative services more accessible, less bureaucratic and increasingly innovative for everyone.

## Nine

projects already completed and improving accessibility and quality of services



The Administrative Services Reform Project is part of the Government of Ukraine’s work with SURGe, which has already implemented key changes to improve and digitize how Ukrainians access administrative services. This includes obtaining important documents, such as marriage licences and passports. For example, the online Guide to Public Services provides information supporting citizens through life events - from buying a car to registering a birth and returning from the military.

## 1,500

public services, fees, locations and more on a single public digital portal



**“We are speaking with a diverse group of people living with disabilities to understand their experiences and improve service delivery to directly meet their needs.”**

- Lisa Faye, Gender & Social Inclusion Specialist

Alinea is an international development consultancy providing technical and management expertise that helps people improve their lives. Over 30 years, Alinea has delivered lasting change through more than 500 projects worldwide.

