

**UNIFIED PORTAL OF PUBLIC SERVICES AS A SOLUTION TO THE
PROBLEM OF LEGAL SUPPORT OF THE STATE AND MUNICIPAL
ADMINISTRATION IN THE CONDITIONS OF DIGITALIZATION OF
SOCIETY**

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Abstract: This article examines the current situation of the state in the conditions of full digitalization of all spheres of life of society and state bodies. Defines how the connection between the state and its citizens arises in the conditions of digitalization, and also provides a specific example of solving the legal provision of citizens using the single portal of public services that exists in the Russian Federation.

Keywords: digitalization, public services, quality of public services, electronic public services, Unified portal of public services.

Today, each of us firmly believes that we live in the world of the future. The 21st century has come and with its beginning, global changes have begun to come into our lives, which have affected all spheres of public life and every individual. Yes, sometimes they are difficult for human perception, but the vector of their development is aimed only at actively simplifying and improving the quality of life. As they say now: "Modern problems require modern solutions." - and this fully describes the current state of our society. One of the biggest changes over the past 40 years is the advent of the Internet. This allowed people to increase the number of ways to communicate, interact, and accumulate information. But now, after the beginning of digitalization of society, the value of the Internet has increased significantly. Without exaggeration, all spheres of human life and various aspects of state life have been digitalized. It has created multiple informative portals, portals with various services and services that simplify human life in a coordinated way.

The most important information technology development of the Russian Federation over the past 8 years has been the transition to the implementation of public services online. On July 1, 2012, regions and municipalities began a smooth transition to electronic interagency interaction. This was done by creating a Single portal of public services (hereinafter-EPSU). The use of such technologies solves many obstacles and problems faced by both citizens and the state, while improving the quality of public services, since the essence of the algorithm of the portal system is that assistance with obtaining information about their implementation is selected for everyone individually, that is, it increases the interactivity and efficiency of communication with applicants through the official websites of state bodies and ultimately reduces the cost of obtaining them. It also significantly saves time for citizens, since for the most part there is a lack of paperwork and personal presence in the place where services are provided and consultations are received. The portal includes an incredibly extensive list of services. It allows both physical and legal entities. individuals receive information about state and municipal services included in the Federal register and use these services in an online form. In particular, using SPPS, the applicant may apply for the service and necessary documents, to learn about the course of consideration of the appeal, to pay the stamp duty in electronic form. Applications and submitted documents can be certified with a simple electronic signature, if the law does not require a qualified electronic signature. For each service, the recipients must be specified, the list of necessary documents, the order and cost of payment, the timing and result of delivery. It also publishes related regulations, addresses and phone numbers of departments. There is a categorizer for departments, categories, and life situations (for example, buying an apartment, retiring, finding a job, or starting a business). Applications and documents accepted on the single portal are sent to the state body providing the service through the system of interdepartmental electronic interaction. Through the EPSU, applicants can leave their feedback on the quality of public and municipal services. Over time, the portal became an integral part of the legal life of citizens and gained more and more popularity. So in 2017, more

than 25 million payments were made through the EPSU for a total of 30.3 billion rubles. The Volume of payments made by users of the public services portal has tripled annually since 2014. Compared to 2016, the volume of payments has increased by more than three and a half times. Thus, in 2014, payments totaling 780 million rubles were made, a year later-in the amount of 2.9 billion rubles, and in 2016-in the amount of 8.1 billion rubles [2]. The dynamics of registration at the EPSU is characterized by the fact that in June 2017, 50 million Russian citizens were registered in the ESIA, and by the end of 2017. this figure was 65 million users. Most of the population prefers to pay for public services through the EPSU. This is facilitated by a number of economic measures: the ability to pay for public services with a decreasing coefficient of 0.7, traffic police fines with a 50% discount within 20 days after the appointment. Simple and clear internal structure of the site, which was liked by users and the professional community. In 2017, users for the most part paid tax debts (15 billion rubles), state. duties (7.9 billion rubles), fines (5 billion rubles), court debts (1.4 billion rubles) [3]. Information about fines and taxes is the most popular. Thus, in November 2017, 174 million services were provided, 98% of which were provided with information about tax (65 million) and judicial (64 million) debts, the presence of traffic police fines (40 million) and the state of the individual personal account in the mandatory pension insurance system of the Pension Fund (1 million). The number of other services provided by the agencies in November amounted to about 4 million, most of which are applications for registration of various documents (vehicle registration certificate, driver's license, registration at the place of residence or stay, foreign passport).

So, this system has become a part of the developing Russian society. Its main goal is accessibility for every citizen, regardless of their location, employment, and many other reasons. Despite such an amazing opportunity to provide public services, it has become commonplace for everyone. And over time, the portal will cover an increasingly wide range of solutions to various types of problems.

The development of digitalization is increasingly important in the provision of public services. The opportunities that lie behind the further development of digital technologies are forcing governments, companies, and individual consumers to adapt to the new reality. In these circumstances, the state needs to review the process of providing public services. "The consumer becomes not just an object that absorbs the impact of the state in the form of public services rendered. It has been transformed into an equal state entity, for which the quality of public services rendered is important, putting forward its own requirements and waiting for the quality of public services to meet these requirements."

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