



Procedure for the use of the Portal for Rating by state bodies and organizations

In organizing work on the use of the Portal for Rating by state bodies and organizations, the provisions of the following regulatory legal acts shall be taken into account:

- the sixth paragraph of subclause 3.5 of clause 3 of Directive of the President of the Republic of Belarus No. 2 of 27 December 2006 «On the De-bureaucratization of the State Apparatus and Improvement of the Quality of Ensuring the Vital Activity of the Population» (hereinafter – Directive No. 2);
- Regulation on the Portal for Rating approved by Resolution of the Council of Ministers of the Republic of Belarus No. 765 of 13 November 2019 «On the Portal for Rating» (hereinafter – Regulation);
- Instruction on the Procedure for the Functioning of the Portal for Rating approved by Resolution of the Ministry of Communications and Informatization of the Republic of Belarus No. 19 of 12 December 2019 (hereinafter – Instruction).



Measures to ensure the effective use of the Portal

- designation in a state body (organization) of officials responsible for the implementation of the functions specified in paragraph 13 of the Regulation
- identification of organizations subject to registration as evaluation objects or authorized state bodies (organizations) on the Portal for Rating
- provision of information to citizens and promotion of the Portal for Rating
- entry of the necessary and reliable information into the personal electronic account of an evaluation object, an authorized state body (organization)
- formation by authorized state bodies (organizations) of local registers of evaluation objects
- monitoring and analysis of the efficiency of the activities of evaluation objects included in the local register of evaluation objects of an authorized state body (organization)
- maintenance of information on the quality of services provided and (or) administrative procedures performed, its use in the evaluation of the activities of evaluation objects, as well as in the rotation of their managerial personnel

- registration on the Portal for Rating

Registration of an evaluation object, an authorized state body and an organization on the Portal for Rating

Registration shall be carried out:



- **automatically** when an electronic digital signature produced with a private key is used for authorization, provided that its public key certificate has been issued by the Republican Certification Centre of the State Public Key Management System for Electronic Digital Signature Verification of the Republic of Belarus
- **by applying** to the operator of the Portal for Rating (Republican Unitary Enterprise «Digital Development Center») for the provision of a login and password

The following data shall be indicated in the said application to the operator of the Portal for Rating:

- registration number (payer's account number) and full name of an organization
- position, e-mail address and contact telephone number of an official responsible for completing and updating information on the evaluation object, the authorized state body and the organization, monitoring the quality of provision of services and (or) performance of administrative procedures (if there are several such officials, the position, e-mail address and contact telephone number of each of them shall be indicated)

After registration of the evaluation object on the Portal for Rating, the entry of information into their personal electronic accounts shall be ensured by the authorized state body and the organization in accordance with Chapter 3 of the Instruction.

At the same time, the evaluation object, the authorized state body and the organization become **available for viewing and evaluating by citizens** on the Portal for Rating **only after** the information on their **location and the sphere(s) of vital activity** in which they provide services and perform administrative procedures **has been entered** into the personal electronic account.

The formation of local registers of evaluation objects shall be carried out by authorized state bodies and organizations. In this regard, it is advisable to provide in the organizational and administrative documents aimed at implementing Resolution of the Council of Ministers of the Republic of Belarus No. 765 of 13 November 2019 within the system of the authorized state body (organization) for the need to notify the said authorized body (organization) by the evaluation objects after their registration on the Portal for Rating by sending information in the form in accordance with the annex to the Instruction.

The formed local registers of evaluation objects shall be **approved** by authorized state bodies and organizations and **sent** to the operator of the Portal for Rating.

The operator of the Portal for Rating shall, on the basis of the received local registers of evaluation objects, differentiate the level of access of authorized state bodies and organizations to information on the Portal for Rating.

Thereafter, authorized state bodies and organizations shall be granted access (the possibility of viewing information on evaluations and comments of citizens) **to those evaluation objects which are included in the local registers of evaluation objects formed and approved by them.**

Thus, systematically structured and properly performed work on the formation of the local register of evaluation objects, as well as the accurate and correct entry of information by the evaluation objects in their personal accounts, will enable authorized state bodies and organizations to have, in their personal electronic account, information on the quality of services provided to the population and of the performance of administrative procedures in respect of all subordinate organizations (organizations included in their composition, system).

At the same time, the functionality of the Portal for Rating provides that the evaluations received by structural subdivisions of a state body (organization), as well as by the evaluation objects included in their local registers of evaluation objects, affect the position in the rating of these state bodies (organizations).

Clause 13 of the Regulation provides that authorized state bodies and organizations shall, **at least once every six months, monitor and analyse the effectiveness of the activities of the evaluation objects** included in their local register of evaluation objects, track the evaluations received by them, as well as changes in their position in the rating.

Based on the results of the monitoring and analysis of the effectiveness of the activities of the evaluation objects, recommendations shall be sent on the adoption of measures aimed at improving the quality of services provided to the population and (or) the performance of administrative procedures.

At the same time, authorized state bodies and organizations shall have the right to request from the evaluation objects included in their local register of evaluation objects information on the use of the Portal for Rating, their position in the rating of evaluation objects, and the measures taken to improve the quality of services provided to the population.

In accordance with Directive No. 2, for the effective implementation of the rating evaluation system, it is also required to ensure proper recording of information on the quality of services provided and (or) administrative procedures performed, its use in the evaluation of the activities of the relevant organizations, as well as in the rotation of their managerial personnel.

Resolution of the Council of Ministers of the Republic of Belarus No. 765 of 13 November 2019 amended the Regulation on the Procedure for the Functioning of Internet Sites of State Bodies and Organizations, approved by Resolution of the Council of Ministers of the Republic of Belarus No. 645 of 29 April 2010, providing that information on the functioning of the Portal for Rating, including a link to it (kachestvo-uslug.by), shall be placed on the home page of the Internet sites of state bodies and organizations.



For these purposes, a [a video](#) about it have been developed. These instruments may be used for the promotion of the Portal for Rating, for provision of information to the public about the opportunities for its use, and for placement on the official websites of state bodies and organizations, on their social media accounts, and at public service locations.

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