
SUPERVISORY ACTIVITIES

Review article

UDC 004:351; DOI: 10.61260/2304-0130-2024-3-52-55

THE USE OF DIGITAL TECHNOLOGIES IN CONTROL AND SUPERVISORY ACTIVITIES

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Abstract. The issues of the development of digital technologies in the field of activities of control (supervisory) bodies in the Russian Federation are considered. The main stages of the introduction of information systems in the process of state and municipal control are presented. The digital tools developed as a result of the process of a risk-based approach to ensuring security are examined. An overview of the system of pre-trial appeal of the inspections results and data on the impact on the relevance of the information technology mechanism are presented. The unified control types register is considered from the point of view of a business facilitation tool. Problematic issues in the implementation of digital technologies are also touched upon.

Keywords: digital technologies of control and supervisory activities, information technologies of control and supervisory activities, digital tools of control and supervisory activities, digitalization of control and supervisory activities

For citation: Alishin V.A., Kuzmina T.A. The use of digital technologies in control and supervisory activities // Supervisory activities and forensic examination in the security system. 2024. № 3. P. 52–55. DOI: 10.61260/2304-0130-2024-3-52-55.

Introduction

The control and supervisory activities of public authorities are an important part of state and municipal administration and cannot be set aside from the development of telecommunications technologies and their integration into work processes, therefore, currently the state pays great attention to integration of informational technologies into control and supervisory activities, using them as tools for control and creation of various systems.

Currently, the following three main areas of digital technologies application in control and supervisory activities can be distinguished. The first is the creation of electronic registers and databases that store information about the activities of administrative authorities. The information in them is accessible information to all interested parties, which ensures the transparency, as well as simplifies interactions between administrative authorities and other entities. The second is the use of automated control systems. With their help, the data collection and analysis is carried out automatically, which contributes to the rapid identification of violations and timely measures to eliminate them. The third is the use of mobile applications and services for monitoring and supervision, which allow you to quickly receive information about violations, as well as take measures to eliminate them on the spot.

Information systems of state and municipal bodies' control and supervisory activities

For the first time, the main ways of the information society in Russia development were defined in the Strategy for the Development of the Information Society in the Russian Federation, which was approved by Decree of the President of the Russian Federation № 212 dated February 7, 2008 [1].

The Unified System of State and Municipal Services («Gosuslugi»), created in 2011, is one of the first and most important steps in the «digitalization» of state and municipal services [2].

The reform of control and supervisory activities initiated in 2016 [3, 4] can be considered as a starting point for the introduction of information technologies into control and supervisory activities as an integral part of public administration.

By Decree of the President of the Russian Federation dated May 9, 2017 № 203 «On the Strategy for the Development of the Information Society in the Russian Federation for 2017-2030», the objective of administrative burden on business entities reduction, as well as creation of a modern technological groundwork for the economy through the introduction of information technologies in the field of communication between the state and municipal authorities and business, in the control and supervisory activities of state and municipal authorities and in data collection for the official statistics synthesis [5].

As a result of the ongoing reform, Federal Law № 248-FL dated July 31, 2020 «On State Control (Supervision) and Municipal Control in the Russian Federation» took legal force in mid-2021 [6]. From that point onward, decisions were made on the basis of more reliable and recent information. This law assigned the creation of various digital tools.

The executive authorities have the necessary mechanisms for monitoring the effectiveness of their decisions.

In parallel with the development of control and supervisory activities digitalization, the system of pre-trial appeal against the results of inspections began to develop. The information system of pre-trial appeal plays an important role in supervisory activities, as it allows citizens and organizations to file complaints and applications against the actions or omissions of state bodies and officials.

For example, a service was launched on the Gosuslugi portal to file a complaint about the actions of an officer during inspections: it became possible to file a complaint about violations of the inspection procedure, the result of the inspection, as well as to conduct an inspection under the moratorium on its conduct established by Decree of the Government of the Russian Federation dated March 10, 2022 № 336 «On the specifics of the organization and implementation of state control (supervision), municipal control» [7], which significantly affected the effectiveness of the pre-trial appeal system. This system has made it faster and much more convenient to receive a resolution on a complaint, while the entrepreneur no longer needs a physical presence to defend his rights – everything can be done remotely without breaking away from his business. Due to the increased accessibility to the pre-trial appeal process, thanks the development of digitalization of this process, over the same periods of 2021 and 2022, a quadruple increase in the demand for the pre-trial appeal mechanism [8, 9].

Also, the portal «Unified Register of Types of Control» (URTC) was created to help businesses on the Internet.

URTC provides a number of business benefits.

First, it ensures transparency of the control system, allowing organizations and citizens to receive information about the types of controls and documents required for control. This reduces the risk of violations by regulatory authorities and increases the credibility level of the control system.

Secondly, the URTC simplifies the control process, since all the necessary documents are gathered in one place and are available to all interested parties. This saves time and resources for both regulatory authorities, organizations, and citizens.

Thirdly, URTC allows you to monitor the effectiveness of the control system, as it provides information on the timing and procedure of its implementation, as well as on the possibilities of appealing its results. This makes it possible to identify and eliminate flaws in the control system and improve its effectiveness.

Finally, URTC promotes the dialogue between regulatory authorities and businesses, as it allows you to receive feedback from organizations and citizens about the work of the control system and take measures to improve its work.

The development of digital technologies is aimed not only at «making life easier» for business representatives. By Decree of the Government of the Russian Federation № 482 dated April 21, 2018, the Regulation on the state information system «Standard cloud solution for automation of control (supervisory) activities» was approved [10].

Starting in 2022, special attention was paid to the mobile application for remote inspections «Inspector». This application allows an employee of the supervisory authorities to carry out video conferencing with a controlled body, to record violations using a convenient checklist (with the storage of photos and videos on a centralized server). Additional application functionality is currently being developed.

It is worth noting that the active integration of information technologies in control and supervisory activities should not only be inextricably linked with the development of the legislative framework, but their convenience of use must not be disregarded. The lack of modern equipment, outdated computers, unstable access to telecommunications networks, as well as «double repetition» of the process due to paper workflow are among the main problems that the State hasn't solved yet. Threats to information security, poor knowledge in the field of new technologies and the lack of feedback from information system operators in the event of technical failures are also important problems that need to be solved as soon as possible. The process of minimizing these negative factors is of great importance for the development of information technologies in control and supervisory activities.

Concluision

There are two main directions of digitalization of control and supervisory activities. Firstly, the elementary conversion of paper documents into electronic form and the development of electronic document management. This stage is the beginning of the digitization of both public administration and control and supervision – it's just the groundwork. Secondly, the implementation of the remote «online» control, without direct contact with the subject of verification. As a result of the receipt of the necessary information from the subjects of inspections to the control and supervisory authorities, the administrative burden on the subjects of inspections will automatically decrease.

More advanced areas will include such modern mechanisms as various platform solutions, the creation of electronic services, risk monitoring in automatic mode, etc. These directions will make it possible to build a modern system of state control and supervision intelligent, cost-effective, purposeful, proactive in relation to risks and threats to control and supervision [11].

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Information about the article: submitted for editing: 17.06.2024; accepted for publishing: 24.07.2024

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