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Minister: New Information System to Increase Transparency In Communal Services

By The Moscow Times

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The introduction of the "ZhKKh" state-run information system will improve transparency in the housing and utilities sector, Open Government Minister Mikhail Abyzov said Friday.

The new information system, designed by Rostelecom, is currently being tested in the Penza, Kursk, Tula and Belgorod regions as well as the Udmurtia republic.

"This state information system for ZhKKh (the acronym for housing and utilities) is designed to achieve transparency in the interaction between all parties involved in the functioning of communal services, to provide access to timely and reliable information about payments and settlements and, most importantly, to raise residents' level of comfort and living standards," Abyzov said.

As the biggest problems currently facing the sector, the minister cited a lack of transparency

in payments and settlements, low quality of services, worn-out infrastructure and the absence of reliable information about communal service facilities, Interfax reported.

Speaking at a meeting of the working group on simplifying consumer payments in the housing and utilities sector on Thursday, Abyzov said the new system should be user-friendly and allow consumers to evaluate the quality of provided services. The feedback should then contribute to a better quality of state services and improve the overall level of governance, Interfax said.

The system is expected to be ready for implementation by the end of this year.

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