IT System Will Improve Utilities Sector Transparency

By [The Moscow Times](#)

February 10, 2013

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 being tested in the Penza, Kursk, Tula and Belgorod regions and in the Udmurtia republic.

"This state information system 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.

Abyzov cited lack of transparency in payments and settlements, low quality of services, worn-out infrastructure and the absence of reliable information about communal service facilities, as the biggest problems residents face, Interfax reported.

Speaking on Thursday at a meeting of the working group responsible for making it easier for people to pay their housing and utility bills, Abyzov said the new system should be user-friendly and allow consumers to evaluate the quality of service.

The feedback should contribute to bettering the quality of state services and improving the overall level of governance, Interfax said.

Related articles:

- [Minister: New Information System to Increase Transparency In Communal Services](#)
- [Putin Supports Public Oversight of Utilities](#)
- [Poor State of Housing Services Could Be Next Rallying Point](#)

Original url:
https://www.themoscowtimes.com/2013/02/10/it-system-will-improve-utilities-sector-transparency-a21384