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 **Citizen- Centric Approach to Delivery of Public Services**

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CITIZEN-CENTRIC APPROACH TO DELIVERY OF PUBLIC SERVICES

PROJECT DURATION: DECEMBER 2017 – JUNE 2019

PROJECT BUDGET: € 158.094

The Project is implemented by the Center for Change Management and the Association for Development Initiatives Zenith, in cooperation with the Ministry of Information Society and Administration.

The project beneficiaries are the citizens, public administration institutions and civil society organizations.

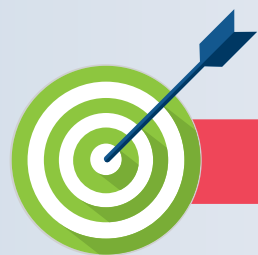
MAIN OBJECTIVE OF THE PROJECT

We develop the concept of delivering public services according to the citizens' needs and demands, and not only taking into account the considerations of the institutions that deliver the services.

We strengthen the civil society capacities for protection of citizens' interests and their basic rights, which will contribute to strengthening one of the main pillars of the modern democratic societies – accountable, transparent, open, inclusive and effective public administration with high quality services for the citizens.

We research the issues of legal, technical, administrative, social, and practical nature in obtaining public services and we will develop real solutions for them.

We are working to establish better mutual communication between citizens and institutions in terms of improving public services for all citizens.



GOALS

- Strengthening the civil society and citizens' participation in public administration reform, as a priority reform for EU membership.
- Establishing a solid network for dialogue and public service improvement that is an inseparable part of good governance and priority in public administration reform.
- Consultations and reaching consensus among all stakeholders for effective and sustainable improvement of public service delivery, providing equal access to services and developing e-services.



RESULTS

CITIZENS

The Project is conducting a survey on citizens' satisfaction with the public service delivery in order to identify system deficiencies and service delivery problems in practice. The survey is conducted at central and local level and covers several areas of services that directly affect citizens. The survey includes a telephone survey that will serve to compare statistical data with previously conducted surveys on citizens' perceptions of public services and their satisfaction. Field research serves to provide detailed explanations of the problems that citizens face every day, pointing to problematic institutions, complicated and lengthy procedures. The field research also brings concrete suggestions directly from citizens for improvement of the services, even information about which services they would like to receive electronically or for which services they are willing to pay more in order to get them faster and with better quality through an economic operator.

A publication with 14 frequently used services throughout the life of every citizen is in preparation, and it provides all the necessary information for citizens to obtain services such as, for example, the competent institution they should address to, which conditions they should meet, which documents should be submitted, but also explains their rights in administrative procedures.

All reform steps in relation to public services, put in the foreground the inclusiveness and availability of services to all categories and groups of citizens as the most important aspects that will be included in the final Roadmap for public services improvement.

CIVIL SOCIETY ORGANIZATIONS (CSOs)

A network of several CSOs has been established to improve public services and to open a continuous dialogue with the public administration. CSOs have the interest and the desire to engage in the creation of policies that are important for citizens, in this case, policies regulating public services. These organizations have experience in monitoring the public administration work, in the delivery of public services in specific areas and in active participation in social processes at central and local level.

The CSO network organized trainings for better understanding of the policy making mechanisms, civil society involvement in the decision-making processes, the legal framework regulating public services, on current and planned state-level projects for improvement of the services, as well as about the possibilities for digitizing part of the services by investing in information

technology. CSOs exchange experiences on problems and good examples of cooperation with public institutions and transfer them to the competent institutions in a structured manner.

The Forum emphasizes the need for development of possible tools for mutual electronic communication with the institutions. By the end of the project, this tool will be made available to the citizens.

PUBLIC SECTOR INSTITUTIONS

With the project support, the Catalogue of Public Services – a tool prepared by the Ministry of Information Society and Administration serving the new National Portal for Services – is being filled in. For the first time in the country, the Catalogue lists all services from the institutions in the public sector and provides complete, clear and unambiguous information for obtaining the services, and in the future, the portal will also offer services electronically.

The catalog is filled in by analyzing the laws and bylaws regulating public services and highlighting the necessary data. The analysis also indicates the legal shortcomings and problems that complicate and make difficult the public service delivery. The analysis also shows the non-compliance with the Law on General Administrative Procedure¹ in practice and the non-compliance between the applicable laws and the actual delivery of services.

Researches, analysis and all public service conclusions and recommendations will be translated into a comprehensive Roadmap for improving public services, conceived as a practical guide to public institutions through legal, institutional and technical proposals for effective delivery of services to citizens.

The essential importance of functional two-way communication between citizens and institutions is equally covered within this cooperation, in order to monitor citizens' satisfaction and improve public services according to their needs.

¹ Official gazette of the RM, no.124/2015.

ANALYSES

We thoroughly research:

- Legal analysis of the deficiencies in acts regulating public services;
- Analysis of the practical problems that citizens face in obtaining public services;
- Comparative analysis of EU best practices for public service delivery;
- Analysis of the level of compliance of the national regulations with the EU legislation and recommendations;
- Assessment of services that could be delivered electronically.

All analyses can be downloaded from www.cup.org.mk and www.zenith.org.mk.