

# Citizen-oriented services

Modern citizens' bureaus with qualified staff offer improved services to the Ukrainian population



## The challenge: Difficult implementation of legislative initiatives at local level

Since April 2014, Ukraine has been focusing on a nationwide reform of local self-government and decentralisation. One way in which this reform is being strengthened is by the national Strategy for Sustainable Development 'Ukraine – 2020'. In order to improve the framework for implementing the reform projects and to provide guidance, a raft of new legislation and strategies have already been adopted at national level, including laws on inter-municipal cooperation, the voluntary amalgamation of communities, the decentralisation and improvement of administrative services, and a strategy for developing electronic governance in Ukraine by 2020.

The implementation of the new legislative initiatives at local level is key to the quality of administrative services in Ukraine and to cooperation between municipalities. However, this remains a challenge in many places: overworked staff in local administrations are having to master new tasks with modern software while at the same time working in a more client-oriented manner. Yet they lack the necessary professional training as well as clear specifications regarding standards and working guidelines.

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<b>Project area:</b>	Luhansk, Dnipropetrovsk and Poltava regions
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The overwhelming majority of civil servants therefore continue to use traditional methods in their administrative work.

## Our approach: Effective work for better services

On behalf of the German Government, GIZ is helping municipalities in the Luhansk, Poltava and Dnipropetrovsk regions to improve their services for the population. New equipment with office furniture and materials means that employees are able to work effectively, while innovative instruments strengthen sustainable administration. Modern IT systems cut costs and reduce not only corruption risks but also the time required for pending tasks. For example, new software optimises the municipalities' registration procedures, compiles electronic registers automatically and maintains them. Transparent administrative structures create trust between the municipalities and citizens, who now experience local democracy at first hand. Another benefit for the people is the cooperation between the municipalities: in the Poltava region, for example, the refuse collection, fire brigade and internet networks are managed across municipalities.



On study tours, Ukrainian officials learn about administrative procedures in German citizens' bureaus

The success of the work depends not only on new systems, but also on skilled employees. In training courses they learn more about new methods for delivering administrative services, such as how they can register motor vehicles, provide social services or produce biometric passports. GIZ supports and advises them in their work; specially created platforms facilitate discussion. In addition, relevant experience is incorporated into policy documents at national level. Not only do the administrations themselves profit from this – the real beneficiaries are the people who make use of these services.



Administrative officials learn and discuss in seminars



New garbage trucks guarantee regular waste disposal



**Olena Lytvyniuk:**  
**“Services are now provided faster,  
in a convenient fashion and at a high level”**

In addition to the citizens’ bureau in Lysychansk in the Luhansk region, Olena Lytvyniuk also heads the City Council’s administrative services department. She has been working with GIZ since early 2013 to improve the quality of services provided to the citizens of Lysychansk. She explains what has changed since then:

**Our results:**  
**Hundreds of thousands of people benefit**

Around 600,000 citizens benefit from the improvements made to the administrative services in the areas controlled by the Ukrainian Government in the Luhansk region. To the delight of 60,000 people in the Poltava region, waste disposal in rural areas is now carried out regularly. Six new fire stations guarantee 45,000 people in Poltava faster response times by the fire and rescue services in the event of fires and other emergency situations.

In order to equip staff with the necessary skills for their new tasks, more than 5,000 civil servants from 250 institutions were trained nationwide. 3,500 employees from the citizens’ bureaus successfully completed the ‘Service Standards for Citizens’ Bureaus’ online course. 300 local government officials took part in online training sessions to promote inter-municipal cooperation. Specialised study trips to Germany give project partners the opportunity to learn about innovative approaches for providing administrative services. Annual events provide participants at international and national level with the opportunity to discuss their experiences with administrative services and inter-municipal cooperation.

The project is based on the results of the predecessor project entitled Administrative Reform in Eastern Ukraine (2014-2017).

*“The citizens’ bureau for the City of Lysychansk was founded on the initiative and with the support of Lysychansk City Council. However, the practical implementation of these ideas was only possible thanks to the support provided by the Administrative Reform in Eastern Ukraine project. For us, cooperation with the European partner means reliability, innovation, creativity, reform and transformation in terms of the approaches and procedures relating to administrative services. Today the citizens’ bureau provides a focal point for our citizens and its aim is to make their lives easier. We want to bring the Ukrainian service culture closer to the culture seen elsewhere in Europe and act as a role model for reforming our country’s administrative system. We have already gained a lot of experience and, with the support of the GIZ project, would now like to share and discuss this experience with our colleagues.”*

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