

→ Improved quality and awareness of services delivery

Country Ukraine

Project title Pechersk improves its services

Twinning Municipality of Hof van Twente (the Netherlands)
Pechersk District State Administration (Ukraine)

Project period 1 December 2006 to 30 September 2007

Project budget € 69,976

Project objective

Improve the quality of services provided by the Pechersk District State Administration (District of Kyiv) to its district population.

Project summary

The project aimed at the improvement of services provided by the Pechersk District State Administration, and increasing awareness of the services available to the population. It was achieved through training, seminars and meetings for experience sharing with the involvement of personnel, publication of information bulletin that was freely distributed in the district.

Core information

Pechersk District State Administration, with a population of 126,000, has a historical and cultural character and evident tourism. The most distinguished historical and cultural location is Kyiv Pechersk Lavra. About 30% of Pechersk region's citizens are retired people.

Problem analysis

The Pechersk District State Administration was confronted with a citizenry that knew very little about the functioning of the municipality, the services provided, and town staff involved in improving municipal services. Pechersk District State Administration wanted to know how to organize the necessary improvements, improve services, and how to raise the quality of the services.

Project implementation

During the project an information bulletin was issued to inform the population about the structural institutions of Pechersk District State Administration, and their services. The bulletin also offered answers to

A practice to improve service delivery of local governments

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most frequently asked questions (social assistance, permit documents, etc.), addressed to the Pechersk District State Administration. There was also a series of meetings held with Dutch colleagues during which the issues of the one -desk system, housing associations, social protection and medical services were discussed.

Process management

From the Ukrainian side 75 people were involved, working both for Pechersk District State Administration and other institutions in the region. All people participated in trainings and meetings organized by the Municipality of Hof van Twente for experience sharing. An information bulletin for the population of the region was issued and distributed.

Recommendations: do's and don'ts

- To increase efficiency of local governments, one can improve service provision by training and by introducing a one-desk system for all needed information.