

→ A citizens information centre

Country Romania

Project title Project Leek-Oraşului Dumbrăveni II

Twinning Municipality of Leek (the Netherlands)
Municipality of Dumbrăveni (Romania)

Project period 1 January 2008 to 30 June 2009

Project budget € 75.070,39

Project objective

The project aimed to improve the service delivery of the municipality of Dumbrăveni by establishing a citizens information centre.

Project summary

The project created a citizens information centre located in the city hall of Dumbrăveni. A room was renovated and equipped for this purpose, while departments were provided with computers and printers to allow a central registration of documents. With the hardware in place, a system of front and back office was introduced on which the civil servants were trained. Furthermore the civil servants employed to work for the front office were trained in computer and communication skills. As a result of this reorganisation a new organizational chart was developed and the website of the municipality was redesigned (www.primariadumbraveni.ro).

Core information

Dumbrăveni has a population of 8,500 inhabitants and is situated in Sibiu County, in central Romania. Its economy is agriculture-based, and includes 40,000 square meters of vegetables and flowers glasshouses and hemp production. It has some touristic potential thanks to the old German cathedral situated in the center.

Problem analysis

The project was a follow up of the LOGO East I project between Leek and Dumbrăveni that focused on improving financial and human resources management of the municipality. The mayor of Dumbrăveni requested to reorganize the citizens information process in the municipality since the provision of services towards the citizens was not considered optimal.

Project implementation

The mayor used the opportunity of the project to not only create and furnish a

citizens information centre but also to renovate and upgrade the entire city hall of Dumbrăveni to create better conditions for the civil servants. The front office was established in the meeting room of the local council and a central document registration was made available to provide efficient customer-oriented service. The staff of the city hall was trained to equip them to work optimal in the new situation. 10 civil servants were trained on computer skills while another 29 civil servants, together with the mayor and vice-mayor, were trained on internal and external communication. A new website for Dumbrăveni was developed providing information about the services the municipality provides, and a new organizational chart was developed.

Process management

The main challenge of the project were the local elections resulting in a new mayor. This caused some delay in the implementation process as the new mayor needed to be informed on the structure and benefits of the project.

Recommendations: do's and don'ts

- Don't change the project team unless it is absolutely necessary; this brings big delays into the project implementation.
- If a Citizens Information Centre is built, it is recommended to discuss a re-organization of the back-offices, together with a central documents registration and archive.
- Keep the responsible elected representative (mayor) closely informed on the project. Make him/her if possible part of the project team to assure full commitment.