

## → Development of information desk as an instrument to increase the quality of public service provision

**Country** Ukraine

**Project title** Development of Information Desk as an Instrument to Increase the Quality of Public Service Provision and Continuation of Cooperation on Water Management Issues

**Twinning** Municipality of Kampen (the Netherlands)  
Municipality of Dzhankoy, Dzhankoy District State Administration,  
Dzhankoy District Council (Ukraine)

**Project period** 1 May 2008 to 30 November 2009

**Project budget** € 71.913,08

A practice to improve the service delivery of local governments

### Project objective

Improve the delivery of services and information on public services to citizens, citizen participation, water use, supply, treatment, and sanitation in the city of Dzhankoy and the Dzhankoy District.

### Project summary

The project proposed good opportunities to solve the existing problems and raise public awareness in Dzhankoy. The partners also continued the cooperation to find solutions for better water use, supply, and sanitation.

### Core information

Dzhankoy is an industrial city of about 40,000 inhabitants in the north of Crimea. It is also an important railway junction. About 126,000 people live in the Dzhankoy district, including Dzhankoy City. This rural district consists of 28 small municipalities. 90% of this rural area is used for agricultural purposes.

### Problem analysis

Dzhankoy City and District experienced insufficient service delivery. There was a lack of information channels to inform citizens about services provided by municipal and district authorities. Citizens didn't know which services were available and where. Citizens didn't trust local authorities. Another problem, common for many Crimean municipalities, was associated with the water supply, treatment and sewerage systems. In addition, there was not wise use of water by customers. No water meters were used to measure the use of water correctly, as it was often too expensive to install. Dzhankoy area needed knowledge exchange, training and investments to find solutions.

### Project implementation

Special working groups in the district administration and city municipality developed a plan how to create information desks on public services. Surveys

were carried out among citizens and representatives of various public organizations. The outcomes were used during the development of the information desk. After all preparatory works information desks were established at the municipality and at the district state administration. A training course on all aspects of water supply, treatment, and sanitation was developed, together with a handbook. In addition, a public awareness plan on wise water use was developed and implemented. As part of the water usage plan, new water meters were installed in poorer households in the city of Dzhankoy and the Dzhankoy district for free.

### **Process management**

Other Twinnings between municipalities and water management departments from the Netherlands and Ukraine implemented similar activities in Crimea, targeted at the same problems. As such, citizens and municipal servants of different departments of local and district authorities in Crimea were involved in the process of change. This secured support within the organisations and within the population.

### **Recommendations: do's and don'ts**

- A survey among local citizens helps to take right decisions, as these can take their opinion, wishes and needs into account.
- Unite efforts with colleagues working on the same problem. Cooperation and coordination of several Twinning projects in one well-defined area (Crimea, for instance) resorts more effects, as strategies and activities are better integrated.
- An information campaign is a good instrument for public awareness raising. Try to convince people to be more responsible.