

## → City for a Citizen II

**Country** Ukraine

**Project title** Romny – City for a Citizen II

**Twinning** Municipality of Vlaardingen (the Netherlands)  
Municipality of Moravská Třebová (Czech Republic)  
Municipality of Romny (Ukraine)

**Project period** 1 June 2008 to 7 December 2009

**Project budget** € 69.118,37

### Project summary

The project fostered changes in the municipal organization, resulting in the provision of better accessible information and municipal services for the citizens of Romny.

### Core information

Romny is a municipality in the north of Ukraine and consists of Lutschky, Kolisnykove, and Hrabyne villages, and the Romny city administration. The municipality is the administrative centre of Romny rayon, which is situated in Sumy oblast. It has a population of 49,200 inhabitants and a total surface area of 65 km<sup>2</sup>. Romny is one of the most ancient cities of Ukraine.

### Problem analysis

Due to the traditional organizational structure and old fashioned procedures within the municipality, the quality of and access to services provided by the Romny municipality was not up to a standard. To address the situation, a new modern system of service delivery was to be introduced and the municipal staff trained. The communication between the municipality and the citizens required improvement as well.

### Project implementation

Intensive preparations were undertaken in order to establish a one-stop-desk for five selected services. The project team prepared an action plan for the desk establishment and the design and equipping of the premises. It facilitated a broad discussion at different levels on the vision on public services delivery which is represented by the one-stop-desk principle. Consultations with city quarter panels that supported the establishment of such a service desk were organised. Information and promotion campaigns for the new service desk were conducted. The Executive Board of Romny Municipality approved a policy document stipulating that other public services will in the future be provided through the one-stop-desk. Due to joint efforts of the three partners, the desk

A practice to improve the service delivery of local governments

was opened and is successfully operating. The services that are being delivered through the centre are not the same as originally planned. During the project other services turned out to better fit the centre as they immediately served the needs of the citizens. The municipality introduced tools to get feedback from citizens about the service quality.

### **Process management**

The project gave the opportunity to the municipality of Romny to do everything possible to establish a one-stop-desk involving the Dutch and Czech professionals, local citizens and civil servants in the process of change. The civil servants acquired a comprehensive vision of service delivery. A process of raising citizens' awareness was successfully started.

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

- Be ready to change your own and colleagues' mentality to introduce innovations successfully.
- Be ready to change your working attitude and methods to meet the citizens needs better.
- Don't waste time and efforts. Consult citizens to know what they need first and be prepared to adapt your plans because of this consultations.
- Discuss your ideas at all the levels to have it supported.
- Organize an information campaign to promote your services.
- Design instruments for receiving feedback from citizens for service quality control.
- Do not start with an ambition too high but make the centre ready to grow in the future.