

IMPROVING THE DELIVERY OF ADMINISTRATIVE SERVICES IN UKRAINE

U-LEAD WITH EUROPE

ACTIVITIES SUPPORTING ADMINISTRATIVE SERVICE CENTRES

-  INSTITUTIONAL SUPPORT
-  REFURBISHMENT AND EQUIPMENT
-  TRAINING
-  AWARENESS RAISING AND CITIZEN PARTICIPATION
-  SOFTWARE TECHNOLOGIES



26 COMMUNITIES

WERE SELECTED AS PILOT PARTNERS FOR THE INCEPTION PHASE IN 2017.

Three Administrative Service Centres were opened in Amalgamated Territorial Communities with the support of the Programme U-LEAD with Europe

Modern ASCs are now operating in Tyachiv ATC, Zakarpattia oblast, Kipti ATC, Chernihiv oblast, and in Hostomel community, Kyiv oblast. The Centres were established with the support of the Programme U-LEAD with Europe: improving the delivery of local administrative services.

The ATC residents will have access to a wide range of administrative services provided by different local and state agencies, including the most in-demand ones such as housing subsidies, social services, pension services, registration of residence and removal of residence registration, land services, real estate registration and, as in the case with Tyachiv ASC, even issuance of national ID-cards and passports for travelling abroad.

U-LEAD with Europe Programme provided institutional support, renovation of the ASC premises and procurement of software. Furthermore, the ASC employees took part in the Programme's advanced five-module training and activities for citizen engagement and awareness raising were also organised. Revenues from the administrative services will be credited to the ATC budgets.

First results of the U-LEAD with Europe: Improving the Delivery of Local Services Programme:

Community	Oblast	Number of services provided by ASC	Number of residents to use administrative services provided by ASC
Tyachiv ATC	Zakarpattia	60	20 145
Kipti ATC	Chernihiv	100	3 879
Hostomel community	Kyiv	48	24 500

ASC Launch Schedule

Next ASCs will be opening on the following dates:

October

Mokra Kalyhirka, Cherkassy Oblast - 19 October

Novi Strilyshcha, Lviv Oblast - 25 October

November

Kalyta, Kyiv Oblast - 1 November

Erky, Cherkassy Oblast - 2 November.



EGOV4UKRAINE launches an interoperability system in October

The EGOV4UKRAINE project team will continue to develop the infrastructure needed to provide e-services. The interoperability system developed by the consortium of Cybernetica Estonia and Soft Xpansion Ukraine will be delivered in October. After the installation of the central interoperability system the EGOV4UKRAINE project will start to connect the information systems of state authorities to the central system.

In October, the EGOV4UKRAINE project team will announce a public procurement to find a new development partner. The partner's task will be to develop a digital work environment for officials of public services provision centres.

In cooperation with the State Agency for e-Governance of Ukraine, TAPAS and eGAP projects, a conference will be held in November to introduce e-governance strategy of Ukraine to the IT managers of central, regional and local governments. The projects contributed to the development of E-governance Agenda 2020, which was approved by the Ukrainian Government on September 20, 2017.

Local Government May Become 'Political Elevator' for Women

Women's participation in local government could be a great opportunity for women to develop necessary skills and move to high-level government positions, believes Svitlana Garashchenko, the U-LEAD with Europe gender expert.

In addition, decentralisation and local governance create opportunities for improving access (especially for women) to high-quality administrative services. Governance will not be effective unless the preferences of men and women, different women and men's groups, with regard to public spending, politics, and legislation are equally recognized.

Integrating the gender perspective in local planning will make local programmes more effective, since the interests and needs of women and men, older women and men, children and people with disabilities are taken into account.

For more information, please visit (Ukrainian): <http://bit.ly/2gvoSyH>

Citizen Participation in ASCs

In September experts in citizen participation of the U-LEAD with Europe: Improving the Delivery of Local Services Programme completed their introduction visits to the 26 pilot communities of the Inception Phase and developed an action plan for engaging citizens in the work of ASCs in cooperation with local government officials and community activists.

Nearly 181 ATC citizens, including 130 women and 51 men participated in the planning process. Public discussions resulted in the development of an action plan for engaging community citizens in local decision making and increasing awareness of the ASC activities.

In particular, more than 200 community members attended celebrations to mark the grand opening of the Programmes's first three ASC. In Tiachiv the children drawing contest was one of the most successful activities and the winning picture was reproduced into the mural by a professional artist.

Tender for Construction of ASC facility in Polonne Town, Khmelnytsky Oblast Announced

SKL International invited construction companies to tender for the construction of a new ASC facility in the town of Polonne, Khmelnytsky oblast. The ASC will allow 33,255 community residents to enjoy barrier-free access to high quality administrative services. The Centre will employ 12 staff members.

For more information, please visit here (Ukrainian): <http://bit.ly/2yrOza6>

Tender Winner for Construction of ASC Facility in Mykolayivka Village, Sumy Oblast Announced

A new administrative service centre facility will be constructed in the village of Mykolayivka, Sumy Oblast by Servus Sumy LTD.

If you wish to receive our newsletter, please send an e-mail to: pr@tsnap.ulead.org.ua



THE MINISTRY OF REGIONAL DEVELOPMENT,
CONSTRUCTION, HOUSING
AND COMMUNAL SERVICES

