

ZAJECAR, SERBIA

CASE STUDY

Municipal service centre and service oriented e-government

Overall Project objective:

To contribute to an efficient and coherent decentralisation through a more efficient delivery of services to the local population by municipal authorities

Project activities:

Project 5: Municipal service centre and service oriented e-government

- Creation of working teams for reorganization of the administration and development of an information system
- Reorganization of operations and elaboration of a new systematization of jobs
- standardization of documents procedures and deadlines
- designing and establishing of a municipal information system
- installation of the network digitalisation of data and creation of a single database
- purchase or necessary IT equipment and software
- education: system administrator and municipal employees
- designing an introduction of new interactive pages -municipal Web portal
- Elaboration of a design for adaptation for the needs of municipal service center
- execution of construction works and specialist's trades
- equipping and the refurbishing of municipal service centre
- informing the citizens and promotional activities in the terms of a new concept of service oriented municipal administration and opening of a municipal service center
- Monitoring the effects of the new system and evaluation of its successfulness
- Corrections and improvements of the new information system and new work concept

Activities related to project implementation:

Project 5: Establishment of a Municipal Information and Service Centre

1. **Reorganisation of the administration and standardisation of documents, procedures and deadlines.** An internal team for reorganisation of the administration and standardisation of documents and procedures formed. A Consultant and a company were not engaged; instead the municipal administration engaged its own experts, with consent of PMU. Standardisation of documents, procedures and deadlines was accomplished and the Final report was adopted.
2. Development of the concept of an Integral information system (creation of a single database and networked departments). The concept of a single information system defined, based on the existing computer network which was designed and installed before the beginning of implementation of this project and which fully meets the needs of municipal administration. All services are networked, except for inspection services and main rural registry areas, networking of which is currently technically not feasible. The problem was overcome through procurement of USB FLASH for data transfer from those stations for the purpose of their archiving. Single databases were created for education, child's care, veterans' and disability insurance, legalisation of illegally built buildings and an electronic base for registry books and book of citizenship for the period 1946 – the present.

3. **Modernisation of work of the administration through procurement of modern IT equipment and corresponding software.** Hardware and software components for realisation of the system have been defined by virtue of actual needs of a restructured municipal administration and on the basis of available funds within project budget. Given the available budget of the project all needs have not been covered, but during project implementation additional procurement was effected from the savings. Tendering documentation for purchase of hardware and software was elaborated and approved by PMU, tenders were successfully implemented and purchase of hardware and software realised. Within the procurement of hardware we bought 42 PCs, 2 lap tops, 1 server, 41 laser printers, 1 dot-matrix printer, 1 DeskJet printer A3, 3 scanners A4, 1 scanner A3, 3 UPSs, 14 USB flashes, 2 Dictaphones, 1 digital camera and spare parts and equipment and 1 copier for MSC. Within the procurement of software we accomplished procurement of licensed software from world known producers: 1 package of AutoCAD, 3 packages of Corel, 3 packages of Adobe Photoshop, 2 packages of Adobe Premiere, 5 packages of ACDSee, 1 package for 5 users Total Commander, 3 packages of Adobe Acrobat, 10 packages of Nero, 5 licenses for MS Office. Of applicative software we procured application for calculation of salaries as a supplement to already purchased application for treasury operations and budgeting. Competent ministries of the Government of Republic of Serbia provided, free of charge, the applications for children's allowance and education. The rest of the applications (Programme for keeping registry books, Programme for voters' lists, Programme for recompense of earnings during maternity leave, Program for veterans' and disability protection, Programme for clerical work) were effected at our own expense and they were put in operation.
4. Beside the above mentioned we constructed an **interactive website** and placed it on internet address www.opstinazajecar.org.yu and we also established an SMS contact centre with adequate software. Through the website we enabled communication of clients with the Administration, checks of the status and tracking down of documents, obtaining of information on exercising the rights before municipal administration, takeover of request forms, communication with responsible officials of the municipality and municipal administration, checks of voters' lists, check of the status and tracking down of one's own document being decided on in municipal administration and the like. Through formation of an SMS contact centre we enabled communication of clients with the Administration through mobile telephony and exchange of information on the status and tracking down of documents, obtaining other kinds of information, addressing petitions and complaints.
5. **Education of employees to work in e-government and improved service-orientation towards citizens.** In accordance with the available budget for this activity we conducted training for 54 employees of municipal administration for work on computers and use of corresponding software for performing of work in competence of municipal administration. With employees assigned for work at MSC and registrars in main registry areas, the experts engaged by PMU conducted education for work with clients and service-orientation of the administration.
6. **Formation of Municipal Service Centre.** We made an adaptation of premises foreseen for formation of MSC according to adaptation design and formed a Municipal Service Centre furnished with necessary office furniture. This service centre was networked and equipped with hardware and software necessary for work, as well as with databases the use of which enables faster servicing of clients. At MSC we foresaw

a counter for payment (bank or post office) of charges for costs of proceedings. Ongoing are talks with interested institutions for activation of that counter.

7. Through media and through distribution of fliers on Municipal Service Centre citizens have been informed on opening of MSC, its services and the way those services are provided.

In MSC we made possible multi-directional communication with clients through:

- their direct coming to the Centre
- landline telephony
- e-mail
- website
- mobile telephony (SMS contact centre)

The Project was fully implemented by project coordinator, with assistance from employees of municipal administration and advisory assistance from outstation engineers of PMU Zaječar, without undertaking special activities and engagement of professional personnel outside municipal administration Zaječar.