

U-LEAD WITH EUROPE

IMPROVING THE DELIVERY OF ADMINISTRATIVE SERVICES IN UKRAINE COMPONENT 2



ACTIVITIES IN COMPONENT 2:

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

26 AMALGAMATED COMMUNITIES WERE SELECTED AS PILOT PARTNERS FOR THE INCEPTION PHASE IN 2017

Ukraine's first mobile ASC will be set up in Slavuta community

U-LEAD Programme Component 2 has started work to set up the first mobile ASC in Ukraine. A specially equipped vehicle will serve citizens from the most remote areas of Slavuta ATC delivering 80 types of administrative services. The mobile ASC will be accessible for people with disabilities.

The mobile ASC will employ two administrators and accommodate at least two visitors. The vehicle will run five routes to the most remote settlements of Slavuta ATC at least twice a month. Visitors will be able to use their cards to pay for the fee-based administrative services.

Ukraine's first mobile ASC will be constructed using the certified motor vehicle with all-metal van-type body and service equipment designed to provide administrative services. It will cost 47,000 EUR. The tender for supplying and equipping the mobile ASC was awarded to "Spline" Manufacturing and Trading LLC.

This experience will be applied in other communities, provided the mobile ASC demonstrates economic viability and efficiency in service delivery.

The launch of the mobile ASC is scheduled for late November 2017.

For more information (in Ukrainian) please visit <http://bit.ly/2w1PXTe>

Citizens in Tiachiv ATC will be able to obtain ID-card and international passport

Tiachiv ATC became one of the first communities in Ukraine to issue its residents national ID-cards and passports for travelling abroad at the premises of their Administrative Service Centre. The required equipment will be purchased in the framework of the U-LEAD Programme Component 2, Inception Phase.

Now, due to the long queues at the district office of the State Migration Service of Ukraine, residents are forced to travel 140 km to Uzhhorod or Mukachevo. Offering this service at Tiachiv ASC will resolve this issue. Revenues from these administrative services shall be credited to the local community budget.

Given the popularity of the ID-issuing service, the possibility of introducing an "electronic queue" at Tiachiv ASC is being considered.

For more information (in Ukrainian) please visit <http://bit.ly/2x3vH0m>



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The first communities taking part in the U-LEAD Programme Component 2, Inception Phase received software for ASC operation

August 14 commenced the supply of the “Services Supermarket” software to the first communities taking part in the U-LEAD Programme Component 2, Inception Phase. The following communities will receive the required software within three weeks’ time:

- Tiachiv ATC (Zakarpattia oblast)
- Hostomel ATC (Kyiv oblast)
- Mokra Kalygirka ATC (Cherkasy oblast)
- Erky ATC (Cherkasy oblast)
- Kalyta ATC (Kyiv oblast)
- Kipti ATC (Chernihiv oblast).

The “Services Supermarket” software, to be installed in the Centres, was selected as a winning bid among the largest providers of software for the administrative services in Ukraine. The software was first created in 2010 and is being continuously improved. Now the software operates in 38 ASCs at regional and district levels, including Ivano-Frankivsk city ASC (which ranks first in electronic service competitions among all the ASCs in Ukraine), Ivano-Frankivsk city Tax Service Centre, as a cloud for all ASCs in Ivano-Frankivsk oblast (“ASC Network of Ivano-Frankivsk oblast”) and ASCs in Rivne oblast.

Furthermore, the passport issuing equipment will be installed in Tiachiv ASC by September 4.

For more information (in Ukrainian) please visit <http://bit.ly/2x4iG6C>

Meeting of regional specialists of the U-LEAD Programme Component 2

The Component 2, Inception Phase employs a group of regional specialists, each of them being responsible for assistance to specific communities taking part in the Programme.

Eight experts from the regions of Ukraine met on August 2-3 in Kyiv to share experience on the state of affairs in the communities and opening of ASCs. They have also discussed many important issues, such as ASC institutional development, engineering aspects of construction, methods and mechanisms for citizen participation, and principles for communication with the media.

Regional coordinators also took part in gender training, since gender aspect is one of the key features of the activities to improve the delivery of administrative services within the U-LEAD Programme Component 2, Inception Phase.

For more information (in Ukrainian) please visit <http://bit.ly/2wakFd6>

ASC staff development

U-LEAD Programme Component 2 continues to offer training for ASC staff. Over the last two weeks, more than 40 ATC residents have been trained to improve the delivery of administrative services:

- 19 ASC staff members from Vesele community (Zaporizhzhya oblast) have been trained on the topic “Business ethics and interaction with visitors to the Administrative Service Centres. Gender aspect”. During two days the participants have been advancing their professionalism and studying the notions of business ethics, communication culture and gender-sensitive approach in relation to ASC visitors,
- 8 participants from Hostomel ATC (Kyiv oblast) and 11 participants from Kipti ATC (Chernihiv oblast) have been trained on the following topics: “The role of local self-government bodies in community services, exercising own and delegated powers in the area of administrative services”, “Administrative services:



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PAGE



SITE

common problems and good practices”, “Organizing the delivery of administrative services, especially basic ones, and service quality parameters”.

ASC staff continuously advances their knowledge of good practices in delivery of local administrative services in the framework of the U-LEAD Programme Component 2, Inception Phase. Together with experts and trainers, we work out the service quality parameters and deepen our knowledge of the role of local self-government bodies in community service.

For more information (in Ukrainian) please visit <http://bit.ly/2w1yryr>

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



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