

## **Experience of Strumyani municipality, (Bulgaria) in public service delivery**

**Valentin Chilikov, Strumyani mayor**

## **Statute of municipalities as stipulated by Bulgarian legislation, page 1**

### **Article 2, Item 1 of the Law On Local Governance and Local Administration (LLCLA)**

Municipality is a basic administrative and territorial unit with local governance.

### **Article 14 of LLCLA**

Municipality is a legal entity and has the right for ownership and individual municipal budget.

### **Article 17 of LLCLA**

Local governance lies in the right and ability of citizens and bodies that have the mandate to make individual decisions on issues of local significance as regards:

## **Statute of municipalities as stipulated by Bulgarian legislation, page 2**

- municipal property and entities, municipal finances, taxation and fees, municipal administration;
- lay out and development of municipal area and its localities;
- education;
- health care;
- culture;
- landscape improvement, public services and amenities;
- social services;
- environment protection;
- support and preservation of culture sites, artefacts and monuments;
- sports promotion.

### **Article 38 /1/ of LLCLA**

Mayor is a municipal executive body.



## Municipal financing



**Municipal Council is in charge of municipal budget design (beyond the scope of republican budget) based on individual revenue sources and public subsidies**

## Individual Revenue Sources:

### 1. Local Taxes:

- on real estate;
- on inheritance;
- на donations;
- on property purchase;
- on vehicles.

### 2. Local fees

- for domestic waste;
- for the use of markets, pavements, squares and streets;
- for the use of infant schools and kinder gardens, camps and other municipal social services delivered;
- for excavation of borrow pit materials;
- for technical services;
- for administrative services;
- for tourism.

## **Processes of budget design, execution and reporting are under public oversight through:**

- preliminary research of services required;
- open discussion of a budget draft;
- budget's update in public;
- public review of service pricing and fees;
- periodic reports to public on budget execution.



**The idea of open debates on municipal budget aims to follow municipal policy towards transparency of municipal governance as well as encourage municipal community's active input to life.**

## Municipal service delivery by SICC

- In Strumyani Municipality (as in the other 90 of 256 total Bulgarian communities), municipal services are delivered by a tailor-made unit entitled Service and Information Center for Citizens (SICC): the Center is located on the ground floor of an administrative building with 98 sq m floor area.
- The Center provides a one-window service.





# STRUMYANI MUNICIPALITY



- This is a venue for customers to hand in their requests and receive services.
- The Center has 'Information', 'Local Revenues' stands as well as Social Assistance Office of State Agency for Social Assistance and branches of two banks.
- The Center is equipped with stairs tailor-made for the disabled.

## **Types of services delivered by Service and Information Center for Citizens (SICC)**

- I. Administrative services linked with citizen registration**
- II. Administrative-technical services delivered by 'Municipal Property' Department**
- III. Administrative-technical services linked with landscape improvement**
- IV. Administrative-technical services linked with records management**
- V. Religion and Culture**

## **SICC ADVANTAGES**

### **FOR MUNICIPAL ADMINISTRATION**

- 1. Citizens' feedback as regards their opinion, advices and recommendations about municipal government performance;**
- 2. Timely information provided on scope of proposed services delivered;**
- 3. Improved staff performance monitoring and greater opportunities to combat possible cases of abuse.**



## Techniques for enhanced efficiency and transparency in service delivery, page 1

1. Transparency in receipt, processing and reporting on citizens' requests, proposals, claims and complaints.
2. A package of leaflets and information stands provided that feature types of services, prices and terms of service delivery;
3. Customer feedback through:
  - ***Post box designed for opinions and suggestions***
  - ***Round the clock hotline***
  - ***Internet Forum***
  - ***Questionnaires***
4. Ability to communicate through the Internet and Intranet;
5. Effective Service and Information Center for Citizens;

## Techniques for enhanced efficiency and transparency in service delivery, page 2

6. Meetings arranged between the mayor, municipal officials, experts and residents from all municipal settlements;

7. Clear procedures and rules of staff selection, qualification requirements and incentives:

- ***Appointment following competition;***
- ***Mandatory involvement of psychologist in the competition panel;***
- ***Rewarding employees that showed good performance by granting the Month's Best Employee and Year's Best Employee awards, based on municipality residents and municipal officials' opinions;***
- ***English classes arrangement for the whole staff.***

# **Customers' satisfaction with services quality delivered by SICC– Strumyani**

## **Questionnaire outcomes (May 2006)**

- **70% of the interviewed visited the Center two or more times;**
- **Services delivered:**
  - **50% - citizen registration;**
  - **40% - landscape improvement;**
  - **10% - other services;**
- **60% believe the Center is conveniently located and well arranged;**
- **70% of the interviewed are satisfied with service quality delivered by the Center and the staff treatment;**
- **65% highlight the team work as the key element of Center's efficiency;**
- **40% need additional information related to landscape improvement service;**
- **80% of the interviewed obtain information on municipal government's activities through the press, electronic mass-media and communicating with relatives and friends.**



**Starting December 2005, Strumyani municipality has been involved in implementing the **Electronic region** project, and in partnership with the region's administration, region's municipal governments and institutions is busy with arranging electronic data exchange to be introduced and designing **comprehensive administrative services** for Blagoevgrad region's individuals and businesses.**

**Thank you for your  
attention!**