



Dve Mogili Municipality was approved by procedure for provision of grants on **Project “Modern and Effective Administration in the Municipality of Dve Mogili”**. This project is being implemented with the financial support of Administrative Capacity Operational Programme, co-funded by the European Social Fund. Total project budget is **320 980 levs (EUR 164 115)**. The period for its implementation is 18 months. Target groups are the municipal administration in the administrative centre of Dve Mogili, the administrations in the mayoralties, citizens, business, and other administrations.

General objective is **“Development and improvement of administrative services in the Municipality of Dve Mogili”**, which means quality and effective administrative service in the administrative center and in the mayoralties; also development of the electronic services.

The specific goals of the project, orientated to the realization of the common purpose, are building a more efficient organization of the work in the municipal administration and optimizing the processes of provision of administrative services. Adapting modern administrative practices, electronic services provision is also included. Another purpose of the project is developing and improving communication and feedback mechanisms with customers. This approach of bringing the client on first place is consistent with the main purpose of the procedure “Developing quality administrative services directed to the customer”.

The project consists of the following activities that will be taken for the goals achievement: analysis of the current situation of administrative services and processes in the Municipality of Dve Mogili, developing a future model for optimization, selected services to be provided online and designed operational charts of the administrative services provided. In the activities there are also included introduction of management systems to improve the administrative services and building active feedback mechanisms with customers. Research and adapting modern administrative practices on introducing electronic services to citizens and business and creating a pleasant administrative environment. The activities on developing electronic public registers are also included – the register of municipal property has to be accessible to the citizens and business. Upgrading the administrative information system and updating, modernizing, and integrating the municipal website to provide better services to citizens and business are also included.

Successful realization of the project will lead to increasing the quality of the administrative service in Dve Mogili’s municipal administration, the optimization of the working processes, proper budget planning, setting the goals, prioritizing initiatives and allocating resources. The citizens will be better informed for the procedures and the administrative services provided by Dve Mogili Municipality. They will receive periodic information for the results and accomplishments of the administration, they will be included in the overall efforts for more effective control and combating and preventing of the corruption.

Main challenge of the municipal administration is increasing the public image and trust in Dve Mogili Municipality, which will be accomplished by effective partnership and common efforts in the administration, as well as with the assistance of civil society structures.

Date: 09 July 2010