



Project «Modern and Effective Administration in the municipality of Dve Mogili»
Contract A09-31-38C/12.06.2009

Operational Programme “Administrative Capacity”

ANNOUNCEMENT

In the period of July-August 2010 within Project “Modern and Effective Administration in the municipality of Dve Mogili” an executor was chosen by procedure for Activity 6 “Updating, modernizing and integrating the municipal website to provide better services to citizens and business”.

General objective is updated website of the Municipality of Dve Mogili in line with the unified version of the Bulgarian civil service developed according to OPAC. The website unification is in compatibility with the forthcoming adoption of respective legislation in force, related to the institutional identity of the administration.

Besides, updated website of the municipality will help in providing better conditions for business in the region by making the access to public services easier, more transparent and more innovative. Developed feedback mechanism for the customers of administrative services via the municipal web page, on the other hand, is a necessary component of quality service to citizens and business. It will improve the relationship between administration and users, while meantime it will measure customers’ satisfaction with administrative services.

Expected results of this activity are updated website of the Municipality of Dve Mogili in line with the unified version of the Bulgarian civil service and developed feedback mechanism for the customers of administrative services via the municipal web page.

Dve Mogili Municipality is the first one in the region which makes significant changes for better service delivery to citizens and business sector in the municipal administration by providing a range of electronic services. This is possible after the completion of Activity 5 "Upgrading the Administrative Information System (AIS) in accordance with the Electronic Governance Act" under which the contractor upgraded the modules of the existing information system Archimed and there is already functioning integrated electronic filing system in the mayoralties and in the administrative centre. A mechanism for electronic submission of documents for receipt of administrative services is developed.

With the implementation of Activity 6 “Updating, modernizing and integrating the municipal website to provide better services to citizens and business” in the middle of October 2010 will be changed the vision of the website and the way of informing and services residents and businesses in the region when using the number of administrative services and information. They can request the issuance of documents and to send signals and proposals to the municipal administration, without visiting it. For this purpose it is necessary to send application via Internet to the created web portal for electronic services. The municipality on its part will take care to send the requested document when it is ready to the customer who used the service.

Successful project implementation in the beginning of December 2010 in Dve Mogili Municipality will lead to more efficient organization of the work in the municipal administration and optimizing the processes of provision of administrative services in the municipality and the mayoralties and also will guarantee easy access to information and will measure the customers’ satisfaction with the progress on the introduction of modern administrative services in Dve Mogili Municipality.

This project is being implemented with the financial support of Administrative Capacity Operational Programme, co-funded by the European Union through the European Social Fund.



European Union



OPAC. Experts in action



European Social Fund.
Investing in people

Within the implementation of Activity 7 "Information campaign to popularize the modern administrative services provided by the Municipality of Dve Mogili" will be organized two public events to popularize the modern administrative practices in the municipality and the provision of electronic administrative services. A leaflet will be published and disseminated and analyzed questionnaires filled out by citizens.

From the beginning of the project in 12 June 2009 until now team members successfully implement all planned activities, observing the approved time schedule. They said that at this stage the responsibilities and engagements at the implementation of the final activities are allocated. An upcoming marketing is prepared of leaflets that are ready to be published and disseminated, development of the website of the municipality is in progress, there is established model of inquiry for survey the information level and citizens' satisfaction with the presentation of the administrative services of the local administration. The first intermediate audit was made by chosen with a procedure contractor.

Dragomir Damyanov

Mayor of Dve Mogili Municipality

Date: 14 September 2010

This project is being implemented with the financial support of Administrative Capacity Operational Programme, co-funded by the European Union through the European Social Fund.