



36 Municipal Service Centres established with EU assistance

After two years of efforts from all partners, 36 Municipal Service Centres (MSC) with 28 branch offices were established around the country during May, June and July 2009.

The Municipal Service Centres will introduce a new, "one stop shop" concept of work with the citizens, by bringing up harmonised and standardised procedures and movement of documents instead of people. This will in large degree simplify the submission of requests and acquiring of all services and information in the area of local taxes, communal issues, urbanism, environment, etc.

The space for the Municipal Service Centres was provided by the municipalities, while the refurbishment, furniture, IT equipment and the appropriate software was provided with the EU assistance. Over 180 employees of the 36 municipalities received extensive training in Building Relationship and Confidence with Citizens as well as practical trainings for Provision of Effective Services in the area of urbanism, communal services, local taxes, environment, etc. Also, all MSC employees received intensive training for using the installed software for Document Management System. The total investment for equipping these 36 MSC and 28 Branch offices is around EUR 1.000.000.



The building of the Municipal Service Centre in Lipkovo – before and after the Project intervention



Interior of a typical MSC

Municipal Service Center Valandovo



The first Municipal Service Centre was opened in Valandovo, on 18th may 2009, by the Ambassador Erwan Fouéré and the Mayor Nikolche Churlinovski



"The opening of the Municipal Service centre in Valandovo is of great importance for us as a municipality because the new system of work will improve the quality of provision of services to citizens. I hope that the Centre will function immaculately and a big contribution to that will be the knowledge gained at the trainings which the MSC employees have received for period of one year." – Ivan Gligorov, an employee in the MSC in Valandovo.



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36 Municipalities with a strengthened capacity for planning, implementation and monitoring of EU - projects

During May and June we have effectuated trainings in Project Cycle Management (PCM) and Logical Framework Approach (LGA) for representatives of 36 partner municipalities of the Project. The purpose of these trainings was to increase the capacities of the municipal administration for implementation and monitoring of the local development strategies. As a result, a total of 160 civil servants of different profiles and departments were introduced to the principle for Project Cycle Management and Logical Framework Approach – tools that are used in planning, implementation and monitoring of projects financed by the EU.

Through practical work and exercises, the participants learned how to properly define goals and expected results, to make analysis and fill in Logical Framework Matrixes, to define objectively verifiable indicators as well as to prepare time schedules and budgets. So, the participants got an impression of the project cycle management, putting the focus to implementation and monitoring of the projects.

It is also important to stress that with these trainings the participants realised that the PCM at the same time represents a tool for building a synergy between the different departments in the municipality which is very much needed in the process of planning, implementation and monitoring of the projects.



Three New Handbooks for the Municipal Administration

Within the project activities we published three publications in Macedonian and Albanian language, which will be of assistance to municipal administration employees in the execution of their every-day tasks:

1. The “Manual for the employees of the Municipal Service Centre” is aimed at promoting harmonised and standardised procedures, steps, documents and forms necessary for delivering of municipal services, Draft-job description for the employees, Guidelines for evaluation of the performance of the municipal services and carrying out citizen satisfaction surveys, advisory steps and methods for improvement of informing and providing advisory services to citizens, as well as Guidelines for building confidence and improving the relations with the citizens.
2. The “Concept for the Role and the Mission of the Municipal Service Centres” is a document which presents a theoretical and scientific overview of the contemporary needs for re-definition of the role of the authorities in the good governance practice. This publication stresses the role of the Municipal Service Centres for improving the transparent and responsible actions of the local authorities.
3. The “Handbook for Strategic Planning of the Local Development of the Municipalities” is based on experiences and practices in local development planning found in domestic and international literature. It will serve as a guide for the employees of the municipal administration in local development planning, bringing it closer to the requirements of the European standards.

