

Project title	Regional Model for a Smart Municipal Services Reporting System for the citizens
Partner institutions	<ul style="list-style-type: none"> • The Association of the Units of Local Self-Governments of the Republic of Macedonia (ZELS) • Consumers' organisation of Macedonia (OPM) • Milieukontakt Macedonia • The National Alliance for Local Economic Development (NALED), Serbia • National consumer organisation of Serbia (NOPS) • The Union of Municipalities of Montenegro (UOM) • Consumer Protection Centre from Montenegro (CEZAP), • Network of Associations of Local Authorities of South-East Europe (NALAS)
Participating countries	Macedonia, Serbia, Bosnia and Herzegovina
Project schedule	<p>Start date: 15/11/2014</p> <p>Duration: 8 months</p>
Project Objective	Development of regional model for Citizens Smart Reporting System for Municipal Services
Funding	<p>90.130,00 EUR</p> <p>GIZ Open Regional Fund Modernization of Municipal Services (ORF MMS)</p>
Target group	Consumers of municipal services;
The Challenge	<p>Local Authorities, providers of municipal services in SEE region, are challenged and pressured by the growing citizens' needs. Citizens expect more transparency, accountability and efficiency in the delivery of public services by local authorities. In order to meet the challenges, local authorities are obliged to be proactive in that endeavour, as well as are the citizens.</p> <p>In most of the municipalities in SEE, there is lack of two-way communication mechanism between citizens and local administration. Citizens have not been provided yet with simple and effective reporting mechanisms with regard to mismanagement or unsatisfactory delivery of municipal services. They are not included as main stakeholders and are not involved as participatory and responsible actors in the delivery and monitoring of municipal services. On the other hand, the lack of reporting systems hinders the administration to identify deficiencies in the delivery of services and impedes their improvement through users-driven and high-quality administration</p> <p>Although aware of their responsibilities towards the citizens and aware of the existing regional opportunities, local administration in SEE region often lack finances; organisational, technical and managerial skills and preconditions; as well as practical know-how to operate as expected. As a consequence, municipal services are still rendered in accordance with obsolete standards and methods in providing services.</p>

<p>Our approach/ Strategy/ The solution</p>	<p>The sub-project aims to prepare a regional model for development, implementation and operation of a Smart System for reporting problems with municipal services and providing service information in the municipalities, which will be ready for implementation.</p> <p>The model is expected to ensure that Local authorities, represented by their associations, and consumers, represented by their consumer protection organization, will reach common understanding about:</p> <ul style="list-style-type: none"> - scope, objectives and benefits - management structure, costs and revenues - potentials for sustainability <p>of the smart reporting system.</p>
<p>Sub-project components</p>	<p>I. Concept for a software solution (smartphone application, database, website and social media) offering to each target group the defined functionalities and integrating the standards and processes set by the partners</p> <ul style="list-style-type: none"> • Formulated set of common standards, processes and protocols for reporting and solving problems and identified and agreed priority deficiencies to be addressed by the Smart Reporting System • Determined portfolio of service information provided by the local authorities to the citizens • Defined analytical, management, monitoring, benchmarking functionalities <p>II. Management structure of the Smart Reporting System and operational roles of the stakeholders at the local, national and regional levels</p> <p>III. Marketing and Dissemination Plan and Business plan for the Smart Reporting System</p>
<p>Sub-project Expected results</p>	<ul style="list-style-type: none"> • Fulfilled technical conditions for the implementation of the Smart Reporting System: common standards, processes and protocols for reporting and solving problems; portfolio of service information; analytical, management and monitoring functionalities; concept for a software solution. • Fulfilled organizational conditions for operating the Smart Reporting System: management structure and operational roles. • Identified way to ensure financial sustainability of the Smart Reporting System: fund raising opportunities; marketing and dissemination plan; business plan.
<p>Impact</p>	<p>The Smart Municipal Services Reporting System for the citizens will:</p> <ul style="list-style-type: none"> • Serve as an effective communication tool for reporting problems by citizens and processing reports by Local Administration • Stimulate and promote a two-way communication between the local authorities and their consumers for matching their

	<p>needs and expectations with the quality of the public services and information delivered</p> <ul style="list-style-type: none">• Enable Local Authorities to provide high quality public services and service information to citizens in effective and efficient manner