



## Project Title

Setting –up the citizen information office and one-stop shop

## Project Type

Public Services

## Project Location

Municipality of Kukës

## Total Pre-Estimated Budget

73,000 Euro

## Project Background and Analysis

During the last decade, the reforms undertaken by the central government (for the registration of business, licensing and permitting, granting authorizations, etc., to establish a friendly, non-bureaucratic environment for the business and the citizens as well, have affected and involved the local government powers. There has been a lot of progress as regards use of information technology and other innovative solutions (e.g. one-stop shops) in providing public services and internal management. But the use of information technology and new solutions in local government is quite limited. Up until now, the Municipality of Kukës has not been able to set up a structure which aims at improving the services provided to the citizens.

Therefore it is indispensable to set up a one-stop shop in the new Municipality of Kukës to provide services to the citizens, in order to avoid the loss of time and enhance the service quality. This purpose would be accomplished by selecting and training specialized staff that would properly answer to requests and problems put forward by the citizens.

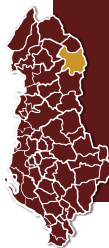
## Specific Objectives of the Project

To set up the necessary infrastructure for the purpose of facilitating the provision of services to citizens in order to shorten the waiting time and to enhance the service quality.

## Expected Results and Project Indicators

R1: Establishment of modern premises to provide services to citizens  
 R3: Improved management of work processes and procedures for providing the citizens with services  
 R4: Installation of an integrated information and communication system with the public  
 The one-stop shop will serve all the citizens of the Functional Area  
 The Municipality of Kukës, which with the advent of the new territorial reform will be the central structure of the Functional Area, will benefit from this intervention.

# PROJECT 12



functional area programme  
**fap**

## Project Activities

1. Development of the detailed project for the rehabilitation works and construction of premises
2. Works for the physical rehabilitation of existing premises
3. Furnishing with computers and office supplies
4. Installation of software for integrated communication
5. Different training sessions for the municipality staff and one-stop shop
6. Production of informative materials: leaflets; guides, etc.

## Project Maturity

There is a project idea developed by the Municipality of Kukës.

## Financial Resources and Implementation Partners

The Projects will be implemented by Municipality of Kukës.

## Project Cost

Development of the project of physical intervention 3,000€;  
Works for the physical rehabilitation of existing premises 30,000€;  
Furnishing with computers and office supplies 10,000€;  
Installation of software for integrated communication 5,000€;  
Different training sessions for the municipality staff and one-stop shop 20,000€;  
Production of informative materials: leaflets; guides, etc. 5,000€.