



## Project Title

One Stop Shop OSSH (Municipality of Mat)

## Project Type

Public Services

## Project Location

Burrel, Komsí, Lis, Macukull, Baz, Ulëz, Rukaj, Derjan,

## Total Pre-Estimated Budget

To be defined, but not less than 25,000,000 lekë

## Project Background and Analysis

Because of the merge and amalgamation of the local government units into bigger ones, a new situation will emerge and effective public service provision is expected to be one of the main aimed consequences. Keeping the same standard in providing the current services and further improvement are tendencies that should go in parallel. Currently, public services in Burrel are provided by the system of the One Stop Shop. This system should be extended and integrated with other units, which will be merged with the Municipality of Burrel, more concretely these units: Komsí, Lis, Macukull, Baz, Ulëz, Rukaj, Derjan. This is important especially for the support services in economic development (license issue, permission on exercise of activity, tariff payment and local tax payment, urban planning, maintenance of forests, etc.) as well other services of administrative character (civil registry, social support, etc.). The provision of these services with a support office and some offices in each of these merged units, will increase the service efficiency, keeping the same service standard already achieved.

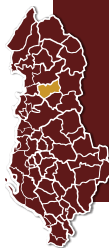
## Specific Objectives of the Project

The OSSH will provide the public services in the amalgamated areas in an effective way and with a higher quality, increasing the transparency with the public.

## Expected Results and Project Indicators

- Increased efficiency in public services for the citizens of the Municipality of Mat (total number of population, over 27 000 inhabitants);
- Reduced public service cost per inhabitant, as a consequence of reduced cost of personnel and time spent for each service unit (more than 30 %);
- Increased transparency and quality of public services through inclusion of open service practice (100%).

# PROJECT 1



functional area programme  
**fap**

## Project Activities

- Presentation of the concept and the benefits of a OSSH;
- Renovation and adaptation of the OSSH facilities;
- Refurbishment of the OSSH with the main equipment;
- Employment of personnel, training and testing;
- Development of promotion materials (logo of OSSH, signs, leaflets, postal box for the citizens, comments and complain).

## Project Maturity

There is an existing practice in the Municipality of Burrel, which should be merged with other municipalities, in the framework of the new unit Mat. There exists a pilot project developed by dldp programme for Lezha unit or Kallmet, that can be implemented in these areas.

## Financial Resources and Implementation Partners

- Funding resources:
- The Regional Development Fund
  - Unconditional transfers
  - Donors
  - Decentralization Support Fund
- Partners:
- Municipality of Mat
  - Central Government and Council of Qark
  - Donors: UNDP, OSBE, EU

## Project Cost

Concept presentation and benefits from a OSSH  
Renovation and rehabilitation of the OSSH  
Refurbishment of OSSH with basic equipment  
Personnel employment, training and testing  
Development of promotion materials  
Total: Not less than 25,000,000 lekë