



Project Title

One Stop Shop OSSH (Municipality of Klos)

Project Type

Public Services

Project Location

Klos, Suç, Xibër, Gurrë

Total Pre-Estimated Budget

To be defined, but not less than 13,000,000 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 the tendencies that should go in parallel. Currently, there is no service practice of this kind in the communes to be merged, so work should start from scratch. 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 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 a more 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 Klos (total number of population, over 16 000 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 introduction of open services practice (100%).

PROJECT 2



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 basic equipment;
- Employment of personnel, training and testing;
- Development of promotion materials (logo of OSSH, signs, leaflets, postal box for the citizens, comments and complains).

Project Maturity

Currently, there is no practice in service provision of this kind in the communes that should be merged, so work should start from scratch.
There exists a pilot project developed by dldp programme for Lezha unit or Kallmet, which 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 Klos
- 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 13,000,000 lekë