

## **Information on the project “Improving good governance through efficient service delivery in Kyrgyzstan” in Bishkek and Osh**

**20 May 2013**

**Project:** “Improving good governance through efficient service delivery in Kyrgyzstan”.

**Partners:** Prime-Minister’s Office, Osh Mayor’s Office, UNDP Democratic Governance Programme, ORC “Interbilim”.

**Beneficiaries:** Public Supervisory Councils (PSCs), civil servants (national and municipal levels), citizens, Osh Mayor’s Office.

**Project objective:** To enhance the Government’s anti-corruption efforts and implementation of public administration reform through promoting transparent, accountable and responsible service delivery.

### **Project description:**

Fighting corruption is a major challenge facing developing countries and countries in transition, which due to their specific social and economic problems are more vulnerable to corruption. From this standpoint, Kyrgyzstan is not an exception. According to the 2012 Transparency International Corruption perception Index, Kyrgyzstan was ranked 154 out of 173 countries. As it stands today, corruption is one of the main obstacles to democratic, economic and social development in Kyrgyzstan, ultimately threatening the stability of the country.

In order to address corruption the Government developed the 2013-2017 National Sustainable Development Strategy and the 2012-2014 Anti-Corruption Strategy and Action Plan. One of the important aspects of these strategies and the action plan is the promotion of good governance in the public sector and the implementation of public administration reform. In this regard, the CiB will launch a project aimed at helping the Government carry out anti-corruption activities and public administration reform by promoting transparent, accountable and responsible service delivery.

The project will have two components: i) supporting the Government’s efforts to reform public service delivery, ii) assisting the Government in improving transparency, accountability and responsiveness in municipal service delivery. At the national level the project will focus on the public services provided by the following five law-enforcement agencies: Ministry of Defence, State Penitentiary Service under the Government of the Kyrgyz Republic, Ministry of Emergency, Ministry of Interior Affairs, and State Committee of National Security. At the municipal level, the project will focus on the municipal services delivered by the Osh Mayor’s Office. Implementation of this project will contribute to combating corruption, thus improving the democratic and economic development of the country and well-being of the population.

### **Activities within the project and expected results:**

#### ***Component 1. Supporting Government’s efforts to reform public service delivery***

##### **1. Training of PSCs in monitoring and evaluation of public services delivery**

The CiB will provide workshops for PSCs on such topics as system of public services delivery in Kyrgyzstan and monitoring and evaluation of programmes of government and government institutions. In total 6 workshops will be organized.

##### **2. Promoting inter- PSCs cooperation**

The CiB will support inter-PSC cooperation and joint activities of PSCs as a way to encourage sustainability of PSCs. The CiB will sponsor a round table to summarize challenges and achievements over the past year.

### **3. Reviewing of standards of delivery of public services for selected government agencies**

The CiB will hire three experts to review standards of delivery of public services for selected government agencies. The CiB will work in close collaboration with the respective unit under the Prime-Minister's Office to identify the pressing needs of the Government with respect to promoting reform of public service delivery in Kyrgyzstan. The CiB will also work in close collaboration with donor agencies active in this area such as the UNDP. The CiB will conduct at the end of the project a workshop to discuss achievements and progress in the implementation of the reform of delivery of public services. A publication summarizing the process of reform of delivery of public services will be produced at the end of the project.

### ***Component 2. Improved public participation in the decision-making process***

#### **1. Assisting the Osh Mayor's Office in the creation of mechanisms to promote public participation in the decision-making process**

A working group from the representatives of NGOs, Mayor's Office and OSCE consultants will be created to analyze the legislation on municipal services and work out a mechanism for public participation in the decision-making process. A Resource Centre will be created under the Osh Mayor's Office, which will be aimed to bridge the gap between the city municipality, civil society, private sector, international organizations and general public and assisting the Osh Mayor's Office in information-sharing and engaging the community in an open dialogue. Three one-day training sessions will be conducted for social workers (staff of the territorial councils, medical and educational institutions) on project writing skills and the participants will be trained on how to conduct needs assessment, prioritize the problems, setting the project budget, goal, objective and activities, and mobilize the community.

The electronic data-base of "community/project ideas" will set up under the Osh Mayor's Office and it will serve as a "market for selling ideas". The data-base will have such sectorial divisions as social infrastructure, small enterprise, etc. NGOs, community organizations, public activists and territorial councils will be able to upload their projects into the electronic data-base. International organizations, donor agencies, private entrepreneurs and government organizations will have an access to the data-base and can select relevant project idea.

#### **2. Improving awareness of territorial councils about legislation on municipal services**

12 territorial councils have computers and they will be provided with an access to the Internet and legal database "Toktom". Employees of 12 territorial councils will be trained on types and methods of service delivery for the public. It will promote efficient and timely service delivery to their communities. Two representatives of the Osh Mayor's Office and one from the CiB will be sent to a study tour to one of the OSCE countries which has the best practices in achieving transparency in the provision of municipal services.

#### **Expected results:**

- PSCs are engaged in monitoring and evaluation of public services delivery.
- Standards of delivery of public services for selected government agencies are reviewed and adopted by the Government.
- Mechanisms/instruments which ensure public participation in decision making process developed and implemented at the Osh Mayor's Office.