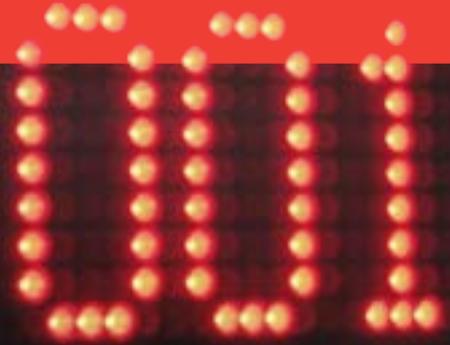


EURO  
CITIES

14

One Contact



## Citizens' services under one roof

'One contact' simplifies procedures and access to services for Vilnius residents. By centralising relevant departments and document management, the city is putting the focus on service culture.

Citizens can now find all their services under one roof, and new tools make processing requests and documents more efficient. Ultimately, the city aimed to improve customer satisfaction with more efficient procedures and better quality services.

### One-stop-shop

One Contact was launched in 2003 when relevant units in different locations across the city were brought together in one 'visitors services division'. The division is structured into reception, permit office and information office.

Visitors select the service they require using an electronic reception machine, are given a number and directed to the relevant desk. This not only makes the process more efficient, but allows the city to collect accurate data on the number of visitors and types of requests being made. To save time, a computer is also available in reception which visitors can use to book an appointment.

Vilnius developed a centralised document management system, @vilys, into which all requests and documents are processed. The city can use this system to account for all of the documents being processed and monitor the progress of individual cases.

Municipal units were provided with the necessary software and scanning devices to facilitate the transfer of information.

cities in action

September 2013

where: Vilnius, Lithuania  
what: cooperation  
when: 2003+

Nevertheless, the transition wasn't straightforward. All staff are required to work with the online document management system but many, especially older staff, lacked computer literacy and confidence. Training courses were organised and the original system simplified, but it took some time before it was up and running successfully.

Now, this online way of working is also helping to make the city administration greener. Emails are no longer printed, but instead transferred automatically to the document management system.

## More transparency

Used to monitor the progress of documents and staff actions, @vilys is central to increasing transparency.

This is also a move to increase transparency and reduce the potential for corruption that can result from direct contact between visitors and decision makers. The system ensures officials follow the correct procedures. By minimising contact between visitors and decision makers, it also helps eliminate the issue of subjective service provision.

There are other tools in place to improve accountability, including a visitors' complaint box and book. Vilnius conducts regular polls to assess the quality of services and measure user satisfaction.

Visitors can book appointments to meet senior managers or the mayor, whose offices have also been located in the visitors' services department.

Children and young people are invited to the department once a week to get a better understanding of the processes at work within local government.

Practical measures are in place to ensure the visitors' services division is accessible to all. The building is equipped for disabled visitors, using adapted signage and wide doors. Announcements are made on screen and by

loudspeaker, which is particularly important for the visually impaired or hard of hearing.

## Higher quality services

The city is working to an ISO 9001:2000 quality standard for service provision. That shows in the customer feedback, with 485 out of 512 users surveyed in 2013 responding positively.

With an average of 577 visitors using the service daily, the streamlined approach is paying off. Services are no longer duplicated and unnecessary bureaucracy is avoided with the centralised system, so the municipality can operate with fewer staff. The city is able to more accurately monitor visitors and requests. It uses this information to assess the quality of services and make improvements.

In a city where service culture has not always been a strength, One Contact is a significant step towards bringing the local government closer to the citizens. Vilnius is using this experience as a best practice example to help other Lithuanian municipalities improve their services.

