



‘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.



HOW?

all relevant departments under one roof
in a ‘visitors’ services division’

↓

online document management system
helps process documents more efficiently

↓

engaging with children and young people

WHY?

simplify processes and requests

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increase transparency and reduce
potential for corruption

↓

make service provision more efficient
and accessible

The @Vilys document management system is essential for improving transparency in Vilnius, and allows the municipality to process documents and requests more efficiently.

RESULTS

services are no longer duplicated and
unnecessary bureaucracy is avoided
&
new focus on service culture
&
being used as a best practice example
for other Lithuanian municipalities



NUMBERS AND FIGURES

577
daily users

1
contact

94.73%
satisfaction
rate

ISO
9001:2000
quality standard
for service provision