

Spending public money



Get involved and become a "city agent"

The citizens association the Timok Club invites interested citizens to take action and become active citizens who have knowledge and skills to participate in local community.

For what we use the city budget

In order to ensure the good functioning of a city / municipality, it is necessary to satisfy the basic needs of its citizens, which can be divided into four groups:

1. Communal services
2. Health services
3. Social Services
4. Education Services

These services are funded from three sources and those are *government subsidies, local budgets subsidies and billing from the service user.*

Although it seems that the citizens directly pay only one part of the service, actually subsidies that comes from the state and local level are also citizens' money.

"If I as citizens already allocate funds for these services, do I have the right to demand that provided services are quality and in accordance with the law?" - ask the citizens.

What is the quality of a service, what is required by law for the service, how to get info, how to supervise it, to whom to deliver observation and what it will be with my suggestions are just some of the many issues that prevent citizens to independently go in this "adventure" called CIVIC MONITORING.

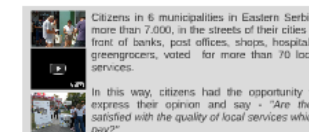
Knowledge is power!

Education, legislation, advocacy and good will



Ask us for an opinion

Vote and choose



Information is capital

City agents 091-030

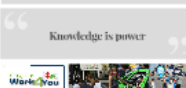
Methodologies covered:

- Experts' assessment of potential weaknesses in the delivery of the services;
- Quantitative Research: Questionnaires – Level of satisfaction of the users of the services;
- Qualitative Research: Focus groups with main stakeholders and service providers;
- On the spot checks;
- Signals in case of irregularities (online, phone, written...)

Along with the development of methodology is carried out selection and training of citizens who will be monitors in their cities - City agents.

The trainings covered topics: legal frameworks and civic initiatives, local decisions on selected services, advocacy and communication.

Each city gets 5 City agents through trainings.



After the training and acquired knowledge, City agents together with the volunteers started the monitoring of local services.

They talked with citizens and service providers. All irregularities and deviations from the legally prescribed ways for providing services were recorded.

Services providing is monitored 3-4 months. The second step is on the quality of provider service.



What are the results?

The high interest of citizens - "Finally someone asks us"

In each city per 2 services were selected for monitoring



Further steps

The methodologies that are used during the monitoring were transferred to local authorities to use, and represents an easy and efficient tool for testing citizens' satisfaction and performing control of companies that provide local services.



What will be our future !?

The old prophecy says ...

After processing the data of the monitoring of local services more than 70 recommendations of the citizens, for improvement of the quality of services, has been created.

Created recommendations were submitted to local authorities and service providers.

The voice of the citizens came to the decision makers and recommendations are beginning to be realized.

Public lighting in suburban streets in Sokobanja and Knjazevac have been made; waste collection is organized in larger villages around Bor municipality; bus stops on the main street in the city of Nis for city transport have been set; there is an increasing number of container in public areas in the municipality of Bojovic.

Although the recommendations of the citizens are not fully implemented, significant progress has been made on both sides.

Citizens who have expressed their needs and (dis)satisfaction have the skills and knowledge to exert influence on local government, while on the other hand, local authorities have shown openness for cooperation - recognizing the priorities and needs of citizens.



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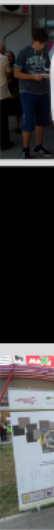
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Prezi

Active for experience



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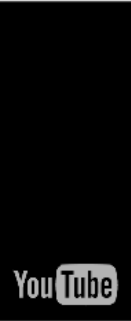
Vote and choose



Citizens in 6 municipalities in Eastern Serbia, more than 7.000, in the streets of their cities in front of banks, post offices, shops, hospitals, greengrocers, voted for more than 70 local services.



and choose



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In this way, citizens had the opportunity to express their opinion and say - *"Are they satisfied with the quality of local services which pay?"*







You Tube



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Poštovani,

- ➔ Da li ste imali **mogućnost** da iznesete **svoje mišljenje** i kažete **da li ste zadovoljni kvalitetom** lokalnih usluga **koje plaćate**?
- ➔ Priliku možete iskoristiti **popunjavanjem** ovog **UPITNIKA**!
- ➔ **Vi** kao građani **opštine**, popunjavanjem ovog upitnika izabraćete **dve lokalne usluge** koje smatrate da su za Vas **značajne**.
- ➔ Želimo da naša Opština **čuje** svoje građane i **odgovori** na **njihove potrebe**!
- ➔ Popunjavanjem ovog upitnika **dobićete mogućnost da učestvujete** u procesu **odabira i nadgledanja pružanja** lokalnih usluga, koje se **finansiraju iz budžeta opštine**.
- ➔ Nakon odabira usluga, nadgledanje **spровоđenja/pružanja** izabranih usluga vršiće se od strane samih građana.
- ➔ Procesom nadgledanja izabranih usluga, vama kao građanima opštine biće omogućeno **da date** svoje mišljenje **o kvalitetu pružanja usluge** koje ste izabrali.
- ➔ **Vaše mišljenje** nakon nadgledanja izabranih usluga biće predstavljeno lokalnim vlastima u vidu preporuka i novih predloga za **poboljšanje same usluge**.
- ➔ Na ovaj način možemo **zajedno doprineti** demokratskim vrednostima kroz jačanje građanskog učešća, kao i razvijanjem **novih mehanizama** za uticaj na lokalnu politiku i procese donošenja odluka za građane naše opštine.



Ova publikacija je proizvedena uz podršku Olof Palme International Center. Sadržaj ove publikacije je samo odgovornost Timočkog kluba i u nijednom slučaju ne može biti stav Olof Palme International Center.

City agent 019-030 - Gradski agent 019-030

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Mesto stanovanja	<input checked="" type="checkbox"/> Grad	<input type="checkbox"/> Selo				
Status	<input type="checkbox"/> Učenik/student	<input checked="" type="checkbox"/> Zaposlen	<input type="checkbox"/> Nezaposle	<input type="checkbox"/> Penzioner		
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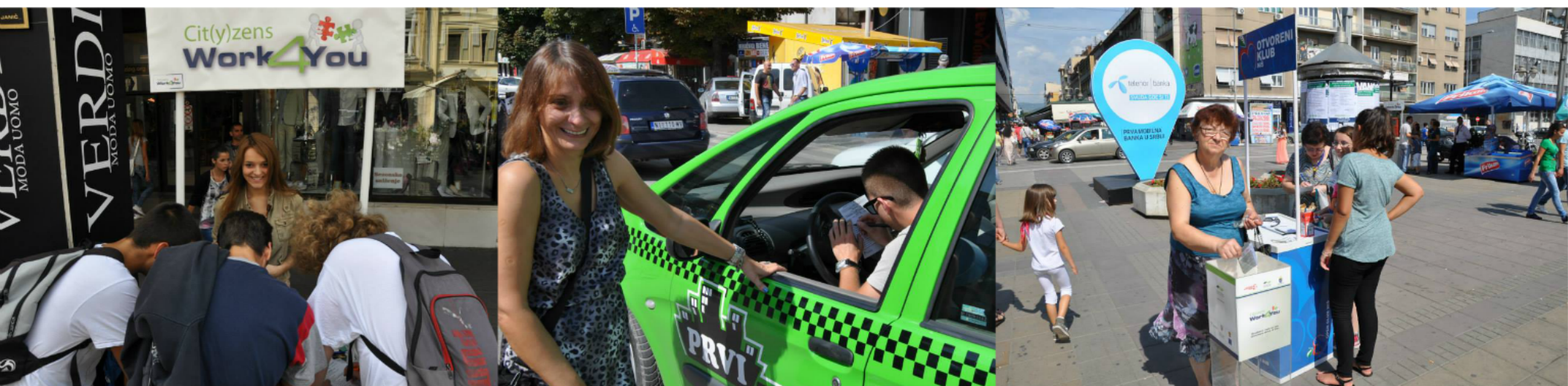
UPITNIK zaokružiti najviše 2 usluge

1. Upravljanje komunalnim otpadom
2. Gradski i prigradski prevoz putnika
3. Obezbeđivanje javnog osvetljenja
4. Održavanje ulica i puteva
5. Odražavanje čistoće na površinama javne namene
6. Održavanje javnih i zelenih površina
7. Delatnost zoohigijene
8. Angažovanje geronto domaćica- pomoć u kući za stara lica.
9. Klub za decu i mlade
10. Usluga dnevni boravak za decu sa smetnjama u razvoju
11. Ostvarivanje delatnosti predškolskog vaspitanja i obrazovanja (poludnevni i celodnevni boravak, ishrana, nega i preventivna zaštita dece predškolskog uzrasta)



Knowledge is power

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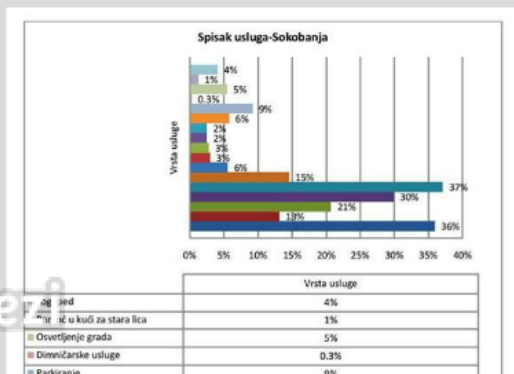


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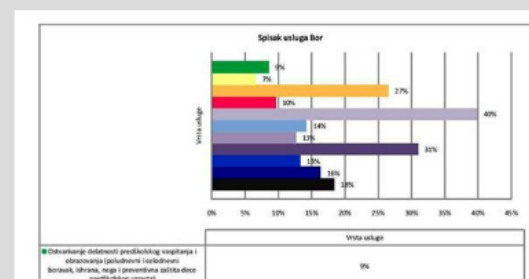
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In each city per 2 services were selected for monitoring.



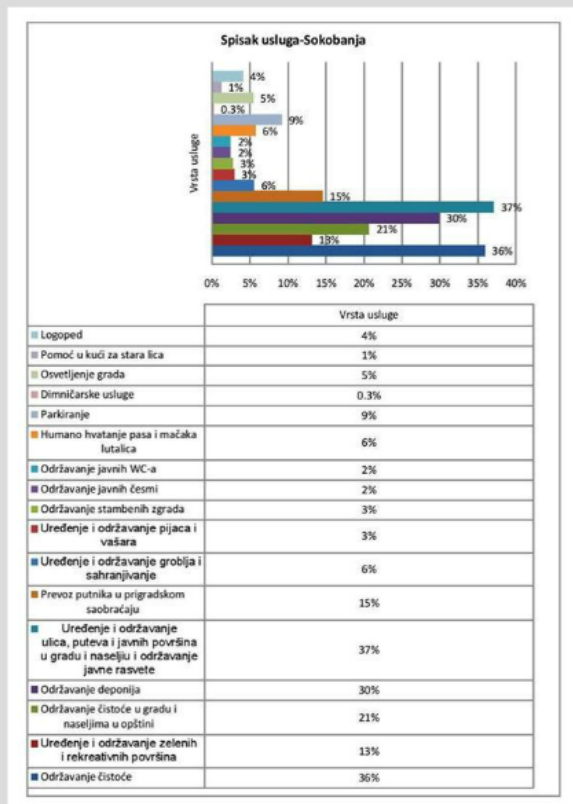
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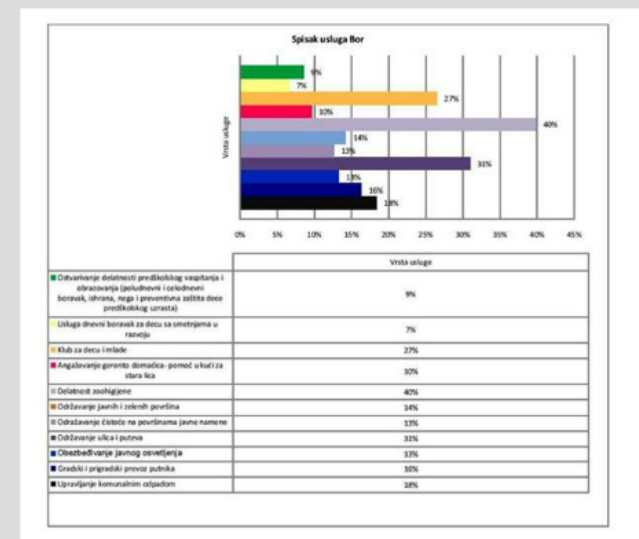
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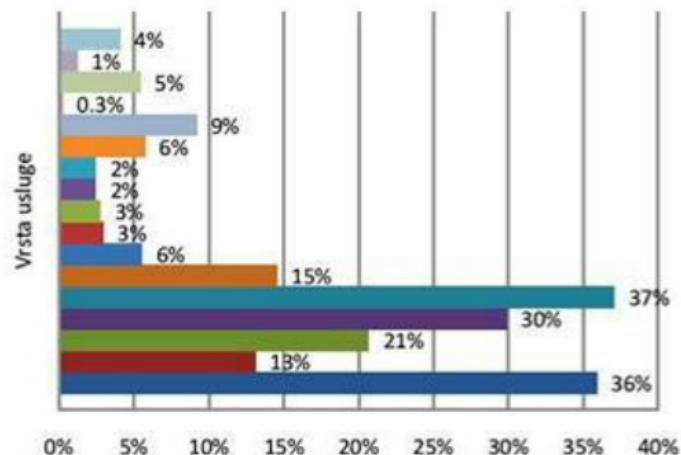
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For selected local services methodology for citizens monitoring were developed for total 12 local services.



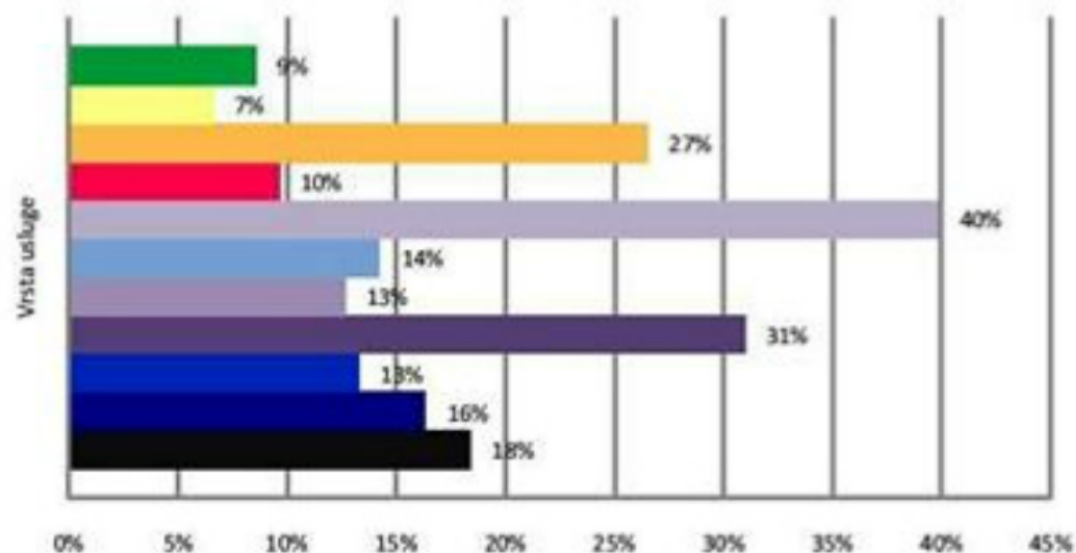
Spisak usluga-Sokobanja



	Vrsta usluge
Logoped	4%
Pomoć u kući za stara lica	1%
Osvetljenje grada	5%
Dimničarske usluge	0.3%
Parkiranje	9%
Humano hvatanje pasa i mačaka lutalica	6%
Održavanje javnih WC-a	2%
Održavanje javnih česmi	2%
Održavanje stambenih zgrada	3%
Uređenje i održavanje pijaca i vašara	3%
Uređenje i održavanje groblja i sahranjivanje	6%
Prevoz putnika u prigradskom saobraćaju	15%
Uređenje i održavanje ulica, puteva i javnih površina u gradu i naselju i održavanje javne rasvete	37%
Održavanje deponija	30%
Održavanje čistoće u gradu i naseljima u opštini	21%
Uređenje i održavanje zelenih i rekreativnih površina	13%
Održavanje čistoće	36%

For
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Spisak usluga Bor



	Vrsta usluge
■ Ostvarivanje delatnosti predškolskog vaspitanja i obrazovanja (poludnevni i celodnevni boravak, ishrana, nega i preventivna zaštita dece predškolskog uzrasta)	9%
■ Usluga dnevni boravak za decu sa smetnjama u razvoju	7%
■ Klub za decu i mlade	27%
■ Angažovanje geronto domaćica - pomoć u kući za stara lica	10%
■ Delatnost zoo higijene	40%
■ Održavanje javnih i zelenih površina	14%
■ Odražavanje čistoće na površinama javne namene	13%
■ Održavanje ulica i puteva	31%
■ Obezbeđivanje javnog osvetljenja	13%
■ Gradski i prigradski prevoz putnika	16%
■ Upravljanje komunalnim otpadom	18%

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METHODOLOGY
FOR MONITORING OF PUBLIC SERVICES

Service: Removal of waste from streets and public areas, Knjazevac

I. Goals:

- To present the methods for monitoring of the public service
- To define the target groups, steps of the process, resources and places of monitoring

II. Target groups

1. Citizens
2. Volunteers
3. Employees of the service provider

III. Main areas of the monitoring

1. Quality of the public service
2. Performance
3. Citizens level of satisfaction and information

IV. Methods

Methods related to target group 1. Citizens:

A quantitative survey will be used to assess the level of satisfaction of the provided service on the territory of Piroć municipality.

First part of the questionnaire is the description of the service.

Second part is dedicated to questions to citizens, asking for feedback of the services and observation of the delivery. It is necessary to do 200 questionnaires.

Third part is for recommendations and proposals for improvement of services, information for proceeding with signals for irregularities.

Questionnaire A, Part I:

Description of the service...

Questionnaire A part II:

1. Have you been informed/aware about the service?

2. Did you know who is providing this service?
3. How would you assess the provision of the service in general? (1 is poor, 5 is the best)

1	2	3	4	5
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4. Please rate each of the elements of the service:

a. Cleanness of the green areas	1	2	3	4	5
b. Cleanness of park alleys	1	2	3	4	5
c. Flowers(planting, maintenance, watering)	1	2	3	4	5
d. Condition of the outdoor furniture	1	2	3	4	5
e. Condition of sport facilities	1	2	3	4	5
f. Condition of children playgrounds	1	2	3	4	5
g. Technical equipment of the service provider	1	2	3	4	5
h. Human resources/number and qualification	1	2	3	4	5
i. Planning of the service (time schedule)	1	2	3	4	5
j. Information and awareness campaigns	1	2	3	4	5

5. Do you think that citizens should take part as volunteers to clean public areas?

- a. Yes
- b. No
- c. Other (please specify)

Questionnaire A, Part III

6. Do you have any recommendations for improvement of the service delivery?
7. Do you have any recommendations for citizen monitoring of the public services?
8. Do you have any questions to the service provider?
9. Signals for irregularities of the delivery of the service can be send online on (online platform)

Online platform

On the online platform the following section will appear:

1. Information for the monitoring goals and expected results, description of service
2. Questionnaire for citizens
3. Information where (e-mail address) signals for irregularities can be sent

Methods related to Volunteers:

Inspection of the public areas will be carried out by 5 Citizens Monitoring Experts. The citizens volunteers will inspect the cleanness of 3 public areas and will deliver short report about it that will include:

#	Observation	Points*	Weight**	Total***
1	Cleanness of green areas			
2	Garbage (thrown by people)			
3	Flowers (planted, watered, etc)			
4	Available containers			
5	Maintenance of outdoor furniture, sport facilities, children playgrounds			
6			
	TOTAL			

*Give points from 1 to 20, 1 is poor, 20 is the best mark.

**Give weight (level of importance) of each indicator from 1 to 10 (10 is the highest). For example for the parks the indicator Green spaces should have 10 points.

***Multiply the points and the coefficient

Methods related to Employees of the service provider

Evaluation meeting with the service provider.

Analysis of the citizens' research and citizens monitoring inspection reports will be presented and conclusions will be discussed.

The meeting will be lead by the local coordinator, the field researcher will prepare the questions and will take the minutes.

Questions for the Service provider

Please rate the following:

1. Quality of the service	1	2	3	4	5
2. Planning process	1	2	3	4	5
3. Technical equipment	1	2	3	4	5
4. Human resources	1	2	3	4	5
5. Feedback/ monitoring system	1	2	3	4	5
6. Information awareness campaign	1	2	3	4	5
7. Cooperation and partnership	1	2	3	4	5

8. What are your plans for improvement of the service?

V. Documents

1. Questionnaire for Citizens
2. Inspection Form for the Citizens Monitoring Experts
3. Questionnaire for Self-assessment of the service provider

VI. Final Monitoring Report

1. Analysis of Questionnaire for the Citizens
2. Reports of the Citizens Monitoring Experts
3. Analysis of signals for irregularities from the online platform (if any)
4. Analysis of self-assessment and results of meeting with the service provider

VII. Responsibilities and tasks

#	Task	Expert
1	Elaboration of methodology and questionnaires	Senior expert
2	Carrying out the research/ questionnaires distribution	Field researcher

3	Analysis of questionnaires	Field researcher
4	Inspection of public areas	Field researcher, Citizens Monitoring Experts
5	Coordination of research and contacts with partners	Local coordinator
6	Final report	Local coordinator

City agents 091-030

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After the training and acquired knowledge, City agents together with the volunteers started the monitoring of local services.

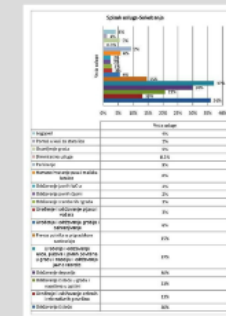
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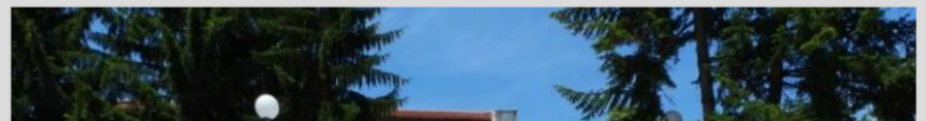
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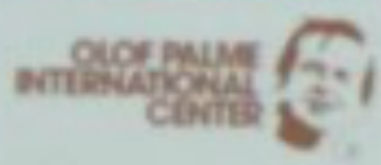
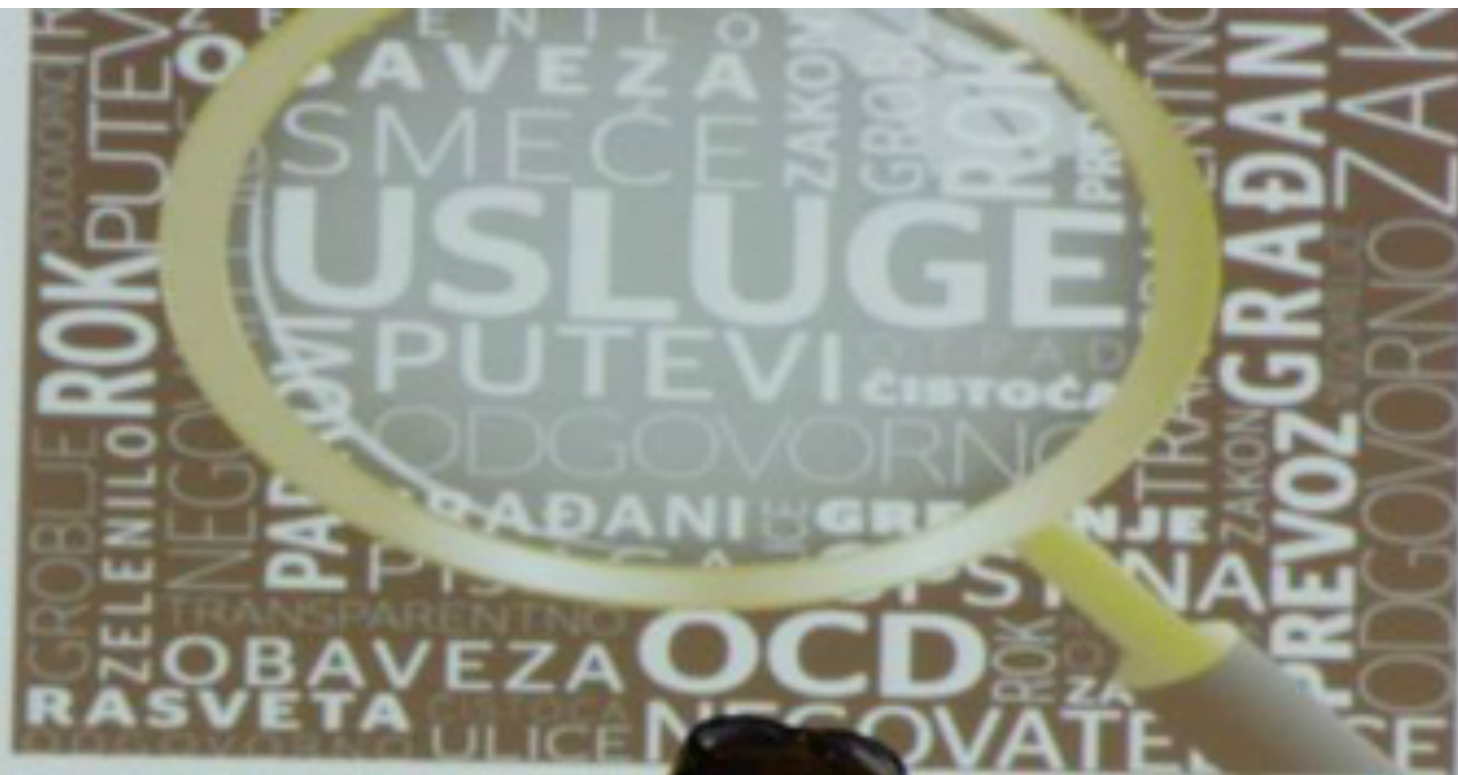
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Timočki klub
The Timok Club

Prolom Ba... jun 2013.



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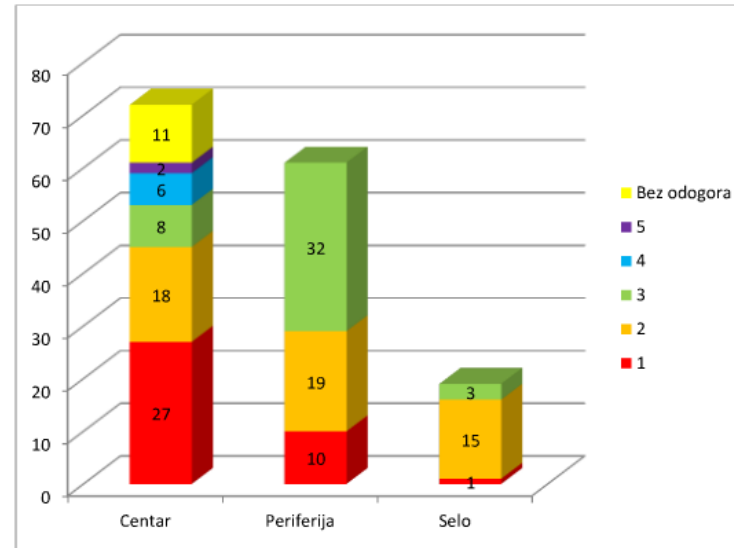
Cit(y)zens **Work4You**

An illustration of two white, stylized human figures. The figure on the left is placing a red puzzle piece onto the top of a large green number '4'. The figure on the right is placing a green puzzle piece onto the right side of the same number '4'. The puzzle pieces are interlocking.

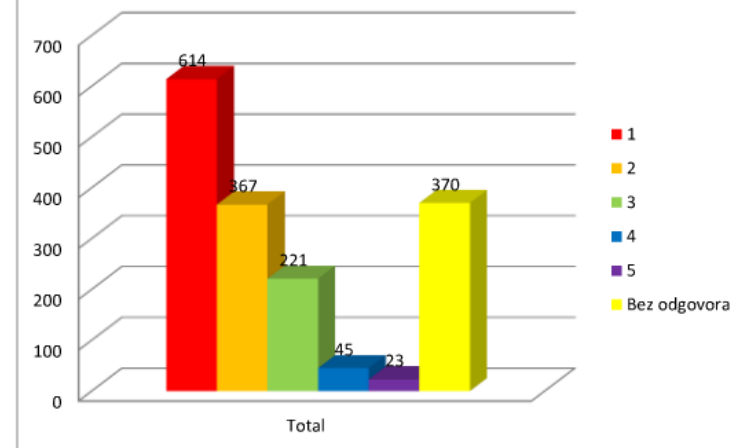
www.timok.org

ZOO HYGIENE

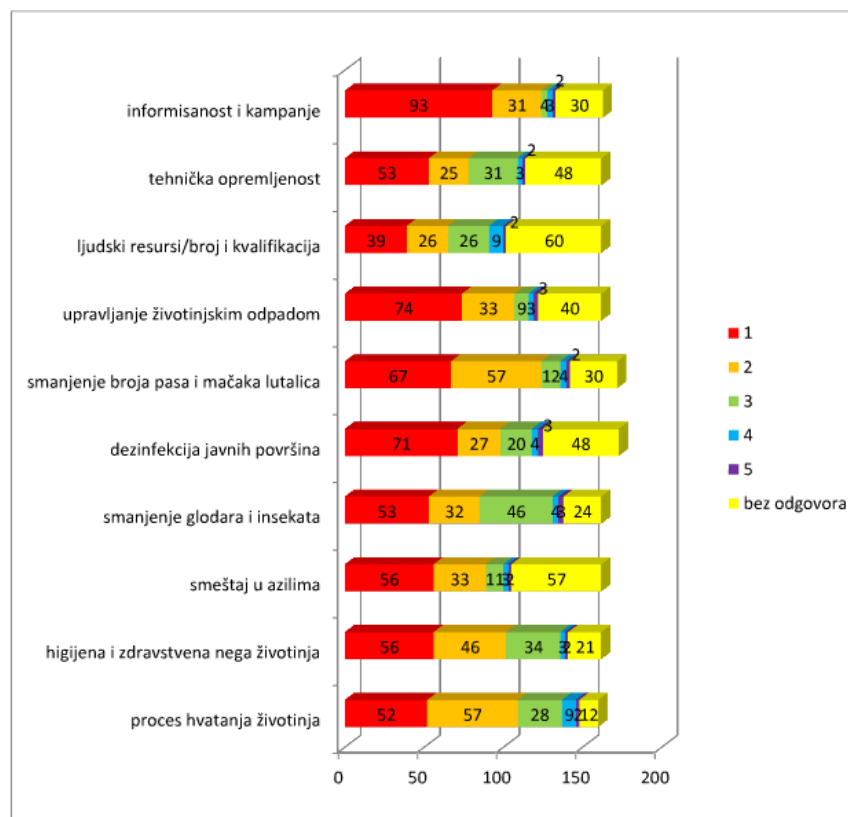
How do you rate the provision of services in general?



General assessment of services by elements



Assessment of services by elements-down town



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Information is capital
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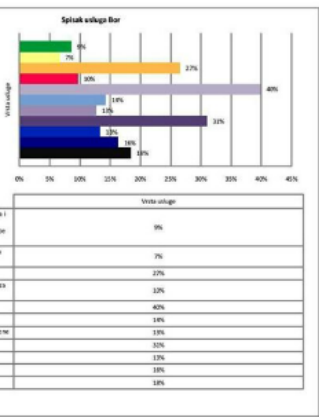
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United States Dollar



EURO



British Pound



Swiss Franc



Canadian Dollar



Japanese Yen



Australian Dollars



Singapore Dollars

Wed
2/15

1am 7am 1pm 7pm



Thu
2/16

1am 7am 1pm 7pm



Fri
2/17

1am 7am 1pm 7pm



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Uređenje i održavanje pijaca i vašara	3%
Uređenje i održavanje groblja i sahranjivanje	6%
Prevoz putnika u prigradskom saobraćaju	15%
Uređenje i održavanje ulica, puteva i javnih površina u gradu i naselju i održavanje javne rasvete	37%
Održavanje deponija	30%
Održavanje čistoće u gradu i naseljima u opštini	21%
Uređenje i održavanje zelenih i rekreativnih površina	13%
Održavanje čistoće	36%

12 local services.

Održavanje zelenih površina	40%
Održavanje javnih i zelenih površina	14%
Održavanje čistoće na površinama javne namene	13%
Održavanje ulica i puteva	12%
Održavanje javnog osvetljenja	12%
Gradnja i prigradski prevoz putnika	10%
Igračanje komunalnim otpadom	10%

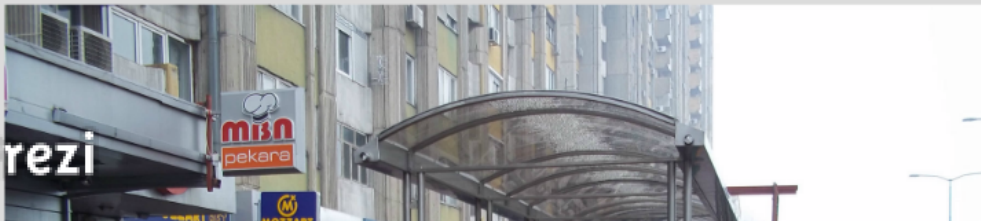
Further steps

The methodologies that are used during the monitoring were transferred to local authorities to use, and represents an easy and efficient tool for testing citizens' satisfaction



Final Steps

The methodologies that are used during the monitoring were transferred to local authorities to use, and represents an easy and efficient tool for testing citizens' satisfaction and performing control of companies that provide local services.





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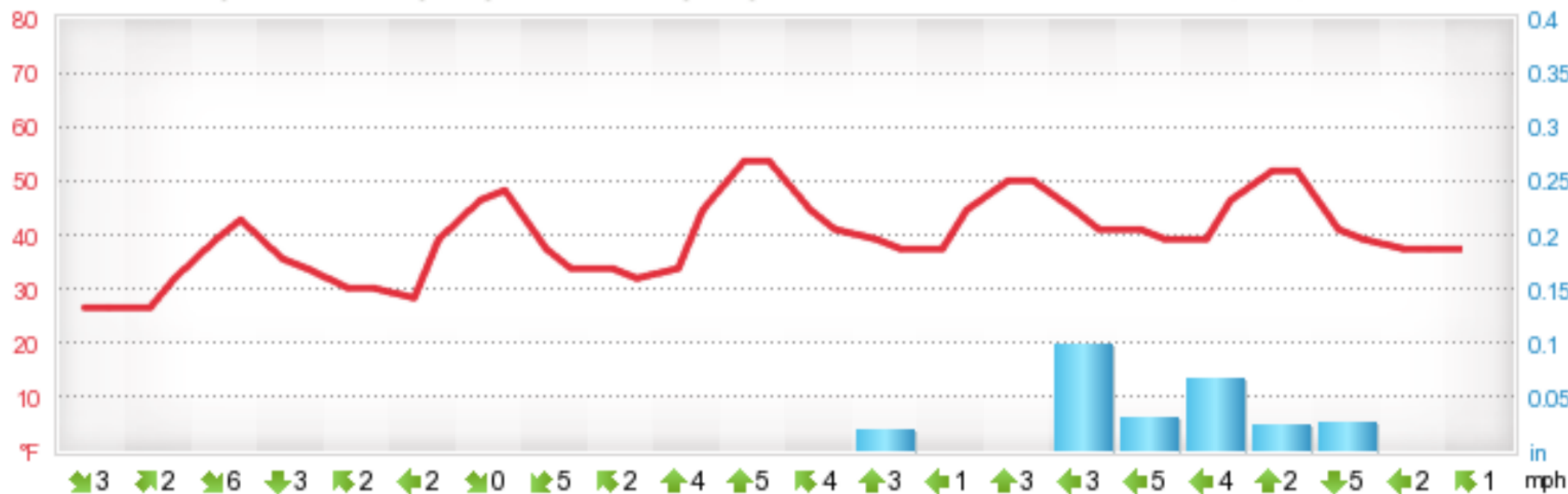
EXCHANGE RATE

			WE BUY	WE SELL
	United States Dollar	USD	8888.8	8888.8
	EURO	EUR	8888.8	8888.8
	British Pound	GBP	8888.8	8888.8
	Swiss Franc	CHF	8888.8	8888.8
	Canadian Dollar	CAD	8888.8	8888.8
	Japanese Yen	JPY	8888.8	8888.8
	Australian Dollars	AUD	8888.8	8888.8
	Singapore Dollars	SGD	8888.8	8888.8

Dollars

0.00

0.00



Spending public money



Get involved and become a "city agent"

The citizens association the Timok Club invites interested citizens to take action and become active citizens who have knowledge and skills to participate in local community.

For what we use the city budget

In order to ensure the good functioning of a city / municipality, it is necessary to satisfy the basic needs of its citizens, which can be divided into four groups:

1. Communal services
2. Health services
3. Social Services
4. Education Services

These services are funded from three sources and those are *government subsidies, local budgets subsidies and billing from the service user.*

Although it seems that the citizens directly pay only one part of the service, actually subsidies that comes from the state and local level are also citizens' money.

"If I as citizens already allocate funds for these services, do I have the right to demand that provided services are quality and in accordance with the law?" - ask the citizens.

What is the quality of a service, what is required by law for the service, how to get info, how to supervise it, to whom to deliver observation and what it will be with my suggestions are just some of the many issues that prevent citizens to independently go in this "adventure" called CIVIC MONITORING.

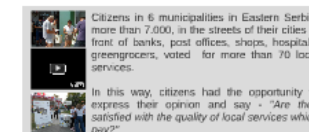
Knowledge is power!

Education, legislation, advocacy and good will



Ask us for an opinion

Vote and choose



Information is capital

City agents 091-030

Methodologies consist:

- Experts' assessment of potential weaknesses in the delivery of the services;
- Quantitative Research: Questionnaires – Level of satisfaction of the users of the services;
- Qualitative Research: Focus groups with main stakeholders and service providers;
- On the spot checks;
- Signals in case of irregularities (online, phone, written...)

Along with the development of methodology is carried out selection and training of citizens who will be monitors in their cities - City agents.

The trainings covered topics: legal frameworks and civic initiatives, local decisions on selected services, advocacy and communication.

Each city gets 5 City agents through trainings.



After the training and acquired knowledge, City agents together with the volunteers started the monitoring of local services.

They talked with citizens and service providers. All irregularities and deviations from the legally prescribed ways for providing services were recorded.

Services providing is monitored 3-4 months. The second step is on the quality of provider service.



What are the results?

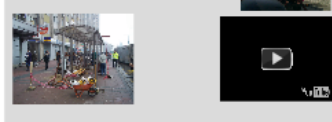
The high interest of citizens - "Finally someone asks us"

In each city per 2 services were selected for monitoring



Further steps

The methodologies that are used during the monitoring were transferred to local authorities to use, and represents an easy and efficient tool for testing citizens' satisfaction and performing control of companies that provide local services.



What will be our future !?

The old prophecy says ...

After processing the data of the monitoring of local services more than 70 recommendation of the citizens, for improvement of the quality of services, has been created.

Created recommendations were submitted to local authorities and service providers.

The voice of the citizens came to the decision makers and recommendations are beginning to be realized.

Public lighting in suburban streets in Sokobanja and Knjazevac have been made; waste collection is organized in larger villages around Bor municipality; bus stops on the main street in the city of Nis for city transport have been set; there is an increasing number of container in public areas in the municipality of Bojovic.

Although the recommendations of the citizens are not fully implemented, significant progress has been made on both sides.

Citizens who have expressed their needs and (dis)satisfaction have the skills and knowledge to exert influence on local government, while on the other hand, local authorities have shown openness for cooperation - recognizing the priorities and needs of citizens.

