REGIONAL WORKSHOP
“Local Governance in Service of Citizens: Initiative to Strengthen Social Accountability

19-20.03.2013
Skopje
Administratively, Skopje consists of 10 municipalities Aerodrom, Butel, Gazibaba, Gjirce Petrov, Karpos, Kisela Voda, Saraj, Centar, Cair and Suto Orizari, which form part of the Skopje statistical region. The organisation of the City of Skopje as a distinct unit of local self-government is regulated by the Law on the City of Skopje.
Institutional and legal framework

As stipulated by the **Law on the City of Skopje**:
- Matters of local importance that are functionally inseparable and equally important for the whole area of the city of Skopje are performed by the bodies of the City.
- Matters of local importance that are functionally divisible in nature and are important for the municipalities of the City of Skopje are performed by the bodies of the municipalities of the City of Skopje.

Areas of competence of both the City of Skopje and its municipalities include:
- planning and land regulation,
- protection of environment and nature,
- local economic development,
- communal activities, culture,
- education, sport,
- social welfare,
- civil protection,
- supervision,
- and health.

The **Law on Local Self-government**
- Provides for direct participation of citizens in decision-making in municipalities defining the forms of citizens' participation.
- Also, pursuant to provisions of the same Law, the Municipal Council is obliged to adopt regulations on transparency of their work.
Local governance challenges to be considered

- There is no legal regulation that ensures representation / guaranteed seats of marginalised groups in the local councils.

- Mixing of competences between the local and national government, and lack of coordination between local authorities and institutions create problems for obtaining certain services or rights for the members of the vulnerable groups.

- Some issues relevant to vulnerable groups such as social aid, health care, housing, employment, etc, are dealt with at the national level.

- Fiscal decentralisation

- Land management

- Data
Social Accountability practices

✓ According to the Rules of Procedure of the Council of the City of Skopje, all meetings of the Council are open to the general public.
  ➢ Many of the focus group participants reported being unable to actively participate for a number of reasons, including lack of information.

✓ To provide better access to information and services to the citizens, the City of Skopje and most of the municipalities in Skopje (Municipality of Centar, Karposh, Aerodrom and Kisela Voda) have placed e-governance / ICT tools on their official websites.
  ➢ The remaining municipalities in Skopje (Gjorce Petrov, Saraj, Chair and Butel) have website pages, but do not provide e-services for the citizens, while the website of Suto Orizari is not operational.

✓ The official portal of Skopje (www.skopje.gov.mk) includes: e-services, e-taxes, e-public procurements, questionnaire for quality assessment of services, Accountability through Transparency - software application for communication of citizens with members of the City Council and city administration (e-discussions; ask the Mayor, members of the Council, municipal administration), civic Initiative, report a problem, GIS etc.
  ➢ Although there are many ICT tools on the municipal/institutions websites aimed to provide information, services or communication with citizens, not all are operational / updated.

✓ City of Skopje Council decisions are electronically available at the city official portal. In addition, the City of Skopje publishes an annual publication ‘How your money is spent’, which is available for download from the city website www.skopje.gov.mk
Social Accountability practices

✓ Many of the municipalities of Skopje publish monthly bulletins to inform citizens on their activities.
  ➢ Focus Group Participants reported that most of these bulletins are “luxury boxes with no content” – waste of money that could have been used for much better purpose.

✓ The City of Skopje includes marginalised groups in the creation of its projects, programs and strategies aimed for improvement of their quality of life, ensure equal opportunities and non-discrimination.

✓ A weekly reception day, when citizens can meet the Mayor and report their problems has been established as a possibility in most of the municipalities in Skopje.
  ➢ Focus Group Participants reported that in reality in most of the municipalities this functions best before the elections.

✓ There are legislative provisions in place (Law on Free access to information of public interest) clearly establishing the rights and procedures for the right to information and the right to receiving an official response from government authorities and institutions Law on Free access to information of public interest
  ➢ Most of the municipal authorities and institutions were described as delaying responses to official requests for information. However, there are examples where 48-hours system is efficient and functional.
Social Accountability Index for Skopje

Social Accountability Index

- Participation - opportunities
- Participation - engagement
- Feedback mechanisms/monitoring
- Transparency - information access
- Transparency - information availability

Series 1
## Participation -Opportunities

<table>
<thead>
<tr>
<th>Participation -Opportunities</th>
<th>Score</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Does the Mayor hold open days that are accessible to all citizens?</td>
<td>1</td>
<td>This was a common request among citizens participating in the Audit. Face-to-face interaction with city leaders was considered valuable in an environment plagued by bureaucratic blocks.</td>
</tr>
<tr>
<td>2. Are there elected neighbourhood councils?</td>
<td>0</td>
<td>Local Community Councils were widely recognized as key intermediaries, yet not currently operating to meet this potential. Public election of members could make them more accountable to their constituents and lead to more efficient councils.</td>
</tr>
<tr>
<td>3. Does the city administration present municipal budgets to neighbourhoods as part of the formal fiscal preparation cycle and solicit inputs for priority projects from neighbourhood councils?</td>
<td>0</td>
<td>The city should have an adopted mechanism to obtain citizen input on budget allocations in relation to service provision, infrastructure and neighbourhood facilities. Making presentations to neighbourhood councils and community groups provides opportunities for gathering neighbourhood priorities that are not often possible in larger Council public hearings.</td>
</tr>
<tr>
<td>4. Is there an active consultation process for involving residents, and specifically vulnerable groups, in municipal planning decisions?</td>
<td>1</td>
<td>To determine whether marginalized groups are part of the city's decision-making process.</td>
</tr>
<tr>
<td>5. Is there a formal process for incorporating citizen comments and feedback into city strategies and planning decisions?</td>
<td>1</td>
<td>To determine whether there is follow-up on citizens’ expressed interests in addressing these in city planning.</td>
</tr>
</tbody>
</table>

**Participation -Opportunities TOTAL** 3/5
## SA Index: Participation engagement

<table>
<thead>
<tr>
<th>Participation - Engagement</th>
<th>Score (1=yes, 0=no)</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Are minority or vulnerable communities represented in the current city council?</td>
<td>0</td>
<td>Within multi-ethnic context of the ECA region, gage the level of diversity and participation of minority community on the city council.</td>
</tr>
<tr>
<td>2. Are there active NGOs representing interest of vulnerable groups?</td>
<td>1</td>
<td>To determine whether all vulnerable groups have a go-to organization to provide support as well as pursue their interests in the public arena.</td>
</tr>
<tr>
<td>3. Do citizens feel that the neighbourhood council can/could represent their interests?</td>
<td>1</td>
<td>To evaluate the degree to which citizens consider their interests taken into account neighbourhood level governance.</td>
</tr>
<tr>
<td>4. Are there youth-based outreach programs for civic engagement?</td>
<td>0</td>
<td>To determine the level of engagement of the youth as a strategic cohort.</td>
</tr>
<tr>
<td>5. Did the focus groups consider the city website as a reliable source of information?</td>
<td>1</td>
<td>To measure the rate of use of the city's electronic participation resources.</td>
</tr>
</tbody>
</table>

### Participation - Engagement TOTAL: 3/5
<table>
<thead>
<tr>
<th>Transparency - Information Availability</th>
<th>Score (1=yes, 0=no)</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Is the city council meeting live streamed on the municipal website and are announcements posted previous to meetings and minutes afterwards?</td>
<td>0</td>
<td>To determine whether council happenings are available even to those who cannot attend.</td>
</tr>
<tr>
<td>2. Are city budgets available on-line and annual reports outlining major investments?</td>
<td>1</td>
<td>Budget transparency as part of open government practices.</td>
</tr>
<tr>
<td>3. Is contracting and procurement information available online?</td>
<td>1</td>
<td>Procurement transparency as part of open government practices.</td>
</tr>
<tr>
<td>4. Does the municipality have an open data policy to make information from different sectoral programs (such as schools, hospitals) public?</td>
<td>0</td>
<td>Meant to gauge how open the municipality is to making data public</td>
</tr>
<tr>
<td>5. Are existing ICT tools (website) available to citizens easy to use?</td>
<td>0</td>
<td>To determine whether citizens are able to use the city’s website as a source of information.</td>
</tr>
<tr>
<td><strong>Transparency - Information Availability TOTAL</strong></td>
<td><strong>2/5</strong></td>
<td></td>
</tr>
</tbody>
</table>

**SA Index: Transparency – Information Availability**
## SA Index: Transparency – Information Access

<table>
<thead>
<tr>
<th>Transparency - Information Access</th>
<th>Score (1=yes, 0=no)</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Is there an active information desk available for citizen information (one-stop shop)?</td>
<td>0</td>
<td>Another common suggestion during the field activities: a physical information booth with helpful staff to help citizens find the information they need without having to navigate complex city administration structures.</td>
</tr>
<tr>
<td>2. Is there a document (charter) outlining the responsibilities of both government and citizens that is publicly disseminated?</td>
<td>0</td>
<td>Citizen charters have been a successful tool for eliminating information asymmetries and misunderstandings.</td>
</tr>
<tr>
<td>3. Does the municipality provide support to citizens regarding access or navigation of its website?</td>
<td>0</td>
<td>To maximize the impact of using ICTs, citizens should be able to manage at a basic level the technology from the user end.</td>
</tr>
<tr>
<td>4. Are there ICT training opportunities for public employees?</td>
<td>0</td>
<td>To maximize the impact of e-government and other such tools, government employees should be able to manage at a basic level the technology.</td>
</tr>
<tr>
<td>5. Does the city utilize the media (radio, TV, print) as a form to disseminate information?</td>
<td>1</td>
<td>Throughout the workshops, solutions included using the available slots in TV, radio and print media to disseminate city information. Local governments should take advantage of this possibility given that citizens embrace the media option.</td>
</tr>
</tbody>
</table>

**Transparency - Information Access TOTAL** 1/5
# SA Index: Feedback

<table>
<thead>
<tr>
<th>Feedback</th>
<th>Score (1=Yes, 0=No)</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do formal queries/grievances to city hall receive a response within (3) days?</td>
<td>0</td>
<td>The effectiveness of grievance mechanisms depends on instituting a mandatory response time that is satisfactory to the users.</td>
</tr>
<tr>
<td>2. Can a citizen send a query to City hall electronically and/or via SMS?</td>
<td>1</td>
<td>ICTs can be very valuable in extending engagement opportunities to marginalized groups. Cell phones are a technology that is more available than internet and can support two-way communication.</td>
</tr>
<tr>
<td>3. Is there a system for public rating the responsiveness of various departments/service providers?</td>
<td>0</td>
<td>To determine whether the departments responsible for redress mechanisms are functioning effectively.</td>
</tr>
<tr>
<td>4. Is there a third party responsible for reviewing/evaluating response performance?</td>
<td>0</td>
<td>To ensure a fair assessment of performance, a third party should carry out regular evaluations of the city's or specific department's functioning and public results.</td>
</tr>
<tr>
<td>5. Is there a Q/A section on the city website or social media that is regularly updated?</td>
<td>0</td>
<td>To measure the city's adoption of technology to widen opportunities for input.</td>
</tr>
</tbody>
</table>

**Feedback TOTAL** | 1/5 |
## Why promote Social Accountability in Skopje?

- Although certain practices are already part of the municipal agendas, they lack efficiency. Even though the websites of the local governments and institutions utilise a number of ICT tools aimed to provide easier access to information, services or communication with citizens, not all are operational, or efficient.

- There is a sense that the lack of information and knowledge is on both sides: the providers (administration workers) in order to perform well their tasks need to be better informed, educated and trained, and the users (the citizens) of services need to be more aware of their rights (again the question of being better informed).

- There is no real cooperation between the local authorities and institutions, and their cooperation with the civic sector (NGOs, CSOs) is mainly related to projects in which they collaborate as partners. In addition, citizens and members of vulnerable groups feel a lack of representation of their interests in city decisions.

- There is general feeling of apathy and passiveness among citizens, but also awareness that they need to be more proactive in demanding governments and institutions to become more transparent and accountable in their work.

- Transparency does not mean public advertising of completed projects. What is needed is real involvement of citizens in the strategy planning process, not superficial and procedural participation. Efficient feedback and performance monitoring mechanisms aimed to measure citizens' satisfaction of provided services are recognised as an opportunity for improvement.
Information asymmetry (TRANSPARENCY)

Existing problems and corresponding potential solutions

a. Lack of horizontal coordination / network between all stakeholders (local, state, public, NGOs, business sector)

✓ Solution: To establish coordination departments within and between municipalities (comprised of representatives of all groups concerned)

b. Lack of participatory approach in building local strategies and development programs.

✓ Solution: Mandatory consultation process and greater accountability. Here NGOs should play a greater role, to clarify things to citizens.

c. Usage of ICT tools and technologies at the local level is on a very low level. Municipalities do not have electronic archives.

✓ Solution: Each unit of local self-government to develop an electronic archive of all documents. Municipalities to have access to the central archive, and the documents to be scanned and indexed. This will facilitate both local administration and citizens' access to documents and information.

d. Most municipalities have neither the capacity nor trained staff to use ICT tools.

✓ Solution: To map best practices of ICT use; more successful municipalities to transfer their knowledge and experiences how to use the benefits of the ICT. Shared assistance between municipalities has to be established.
### Proposal #1: Development of central database software tailored to meet citizens’ needs

<table>
<thead>
<tr>
<th>OVERALL GOAL:</th>
<th>Satisfied citizens, accountable institutions, proactive civic society sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHAT.</td>
<td>Development of central database software tailored to the needs of citizens. Institutions: analysis and strategy how to improve access to information and transparency; preparation of development programs; Citizens: pro-active involvement; Greater engagement of the NGOs and the business sector</td>
</tr>
<tr>
<td>WHY</td>
<td>In order to overcome the information gap, networking of key stakeholders (and officials) has to be “in real time and space”. Analysis and strategies have to be supported by local action plans and programs that are workable. Deeper involvement of the media is one of the important factors for better information. Also, it takes encouragement and support to overcome the fear of citizens to speak openly about problems. Responsible party is the municipal administration. The state should provide financial support to municipalities to solve real problems in the community. For better vertical communication and dissemination of information it is necessary to reactivate the urban communities and associations of homeowners, who are in direct contact with the citizens</td>
</tr>
</tbody>
</table>
| HOW           | 1. Institutions: Appointing responsible persons; Networking of those responsible  
2. Citizens: Reactivation of urban (local) communities; Associations of homeowners (tenants); Civil Liability - raising social awareness  
3. NGOs and the business sector (intermediates): Strengthening of NGO sector; Motivating the business sector. |
| WHO           | Institutions, Citizens, NGO + business sector (intermediates) |
| TIME FRAME    | 1-2 years |
| HOW MUCH      | Central database software/ Maintenance of the software (database)/ Media support / campaign/ Tentative estimate: 3,500,000 USD |
"One size fits all" programs (PARTICIPATION)

Existing problems and corresponding potential solutions

a. Lack of services that will communicate directly with vulnerable groups at the local level (needs, information, their inclusion), i.e., elderly population.
✓ Solution: Development of services at the local level (municipalities, city, institutions) for assistance and information to vulnerable groups (exercise of rights, their inclusion in detecting needs, access to services). On community level (urban communities) to organise patronage groups and young people to get involved as volunteers.

b. Delayed information for specific / ongoing actions. People (citizens) are called to engage post festum, and this is only pro forma (their opinions are not taken into account).
✓ Solution: More reliable channels of information and responsible media – to perform their duty as a public service that will promptly inform the public. To establish a mechanism that will ensure participation (access and inclusion) and pre festum (on time) involvement of people (citizens).

c. Lack of open offices in the municipalities for direct contact with citizens.
✓ Solution: First precondition: willingness of the local authorities for opening and maintaining such open offices. Also, civil society pressure for opening of such offices, and for local government transparency.
Proposal #2: Establishment of a system that will ensure involvement of and care for elderly and other vulnerable groups in the community

| OVERALL GOAL: | A system that will ensure involvement of vulnerable groups |
| WHAT. | To establish a system that will ensure involvement of and care for elderly people and other vulnerable groups by organizing patronage groups of volunteers (citizens, youth, civic sector) and relevant local service providing departments that would facilitate participation and access to information and services to this group of citizens |
| WHY | Priority problem identified and agreed by the group was that ICT is not accessible to elderly citizens and other vulnerable groups. However, ICT tools are simpler, cheaper and quicker way to provide services to citizens. |
| HOW | Citizens' initiative to present the idea to the competent authorities; Inclusion of educational institutions (colleges, schools) and youth (university and high school students) as a link for active volunteerism and opportunity for learning in practice (learning by doing). For realisation of this initiative it is necessary to ensure certain preconditions: development of social service offices within the municipalities for coordination. This should be organised as part of the system and included in the municipal annual budgets and programs (not incidentally as and ad-hoc interventions). Also, changes in legislation to motivate the business sector to support initiatives in the social sphere (tax incentives, better scoring on tendering procedures, etc.). |
| WHO | Local authorities, Civil society (NGOs, CSOs, citizens), Business sector |
| TIME FRAME | 1 – 2 years |
| HOW MUCH | Difficult to calculate given it is a wide-ranging, medium-term intervention. Given that this is an institutional process, the municipalities could be covering this through own funds, and seek assistance for parts they cannot cover themselves. Tentative estimate per municipality: 35,000 USD |
Need for better feedback mechanisms (FEEDBACK / MONITORING)

Existing problems and corresponding potential solutions

a. Insufficient and untimely information of citizens
   ✓ Solution: More efficient system for information and interventions on complaints of citizens through better organized internal control.

b. Poor delivery of services of public servants (for example: unkind when asked to explain, provide information).
   ✓ Solution: More strict internal control.

c. Tracking procedure. The syndrome of “documents travelling from drawer to drawer and getting lost in administration labyrinths.”
   ✓ Solution: Electronic system. Mechanisms that will prevent such practices and a good will at all levels in order these mechanisms to be functional. (Positive example: "48 hours" service system, operational in some municipalities, like Aerodrom in Skopje, or in Gevgelija)

d. The citizens do not know their rights.
   ✓ Solution: Municipalities to use different ways/channels to inform citizens on their rights and obligations. (Positive example: online service “Report a problem” available on the websites of many municipalities in Macedonia).

e. Citizens do not know where to go / whom to address their complains (example – for fast driving near the schools)
   ✓ Solution: Public announcement of competencies (example: who is responsible for installment of speed-moderators? municipality? police?).
# Proposal #3: Efficient system for feedback of information and monitoring

<table>
<thead>
<tr>
<th>OVERALL GOAL:</th>
<th>&quot;48 hours system - Right now and accurate.&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHAT.</td>
<td>Efficient implementation of &quot;48 hours system - Right now and accurate&quot;. Accurate and on time provision of information through internet information desk (web site with complete information, + inclusion of &quot;48 hours response&quot; on the websites of all municipalities)</td>
</tr>
<tr>
<td>WHY</td>
<td>Mechanisms for feedback of information very often are not functional and effective. An efficient system for getting answers to citizens’ questions and complains needs to be established. In addition, the administration doesn’t have adequately trained staff who could respond to the demands of the citizens. Hence, it is necessary to provide additional trainings for local administration staff working in different departments (communal sector, urban planning, social protection, health, education, etc.), who will be in direct communication (in person at the reception desks or through the Internet) with those who need information or service. This will create environment for efficient implementation of &quot;48 hours - Right now and accurate.&quot;</td>
</tr>
<tr>
<td>HOW</td>
<td>Trainings for the administration (to provide answer to citizens’ questions and meet their needs); System for communication within and between institutions; Functional award and penalty policy which is now suspended; Internal communication between employees in municipalities and institutions; Up to date and functional municipalities, close to citizens (communication / in person and written / with citizens, through urban communities and NGOs for dissemination of important information)</td>
</tr>
<tr>
<td>WHO</td>
<td>Institutions (local government, urban communities), &quot;Intermediaries&quot; - NGOs, experts</td>
</tr>
<tr>
<td>TIME FRAME</td>
<td>1 -2 years</td>
</tr>
<tr>
<td>HOW MUCH</td>
<td>The cost for adjustment, maintenance and regular updating of the site, promotional costs. Tentative estimate estimate per municipality: 15,000 USD.</td>
</tr>
</tbody>
</table>
Key Considerations for Next Steps

Issues that emerged during the scenario development process:

1. **Responsibility**: Whilst the local authorities are responsible for implementing a number of the suggested interventions, the intermediaries, and the community alike were clearly pointed out as actors that need to play an active part and take ownership of the interventions/actions directly connected to the community and vulnerable groups. (Everyone has a personal stake in fixing the situation)

2. **Participation**: There is a clear need for a Strategy at a municipal level in order to ensure the involvement/participation of vulnerable groups. The strategy should reflect approaches particularly tailored to various vulnerable groups and various age-groups in the city and the best way to reach out to them. An important component is the establishment of social service offices within the local governments where this would be solved as part of the system and included in the municipal budgets and programs, and not incidentally as an ad-hoc intervention.

3. **Efficiency and functionality**: Although certain practices are already part of the municipal agendas, they lack efficiency. What the scenarios highlighted was better coordination between the local governments and institutions as service providers and a system to make them operational. For example, to address information and communication, networking of key stakeholders (and officials) has to be “in real time and space”. Analysis and strategies have to be supported by local action plans and programs that are workable and efficient.
Предлог проект

Вклучените организации / институции:

• ГРУПА ГРАЃАНИ
• Коалиција за одржлив развој
• Заедница на сопственици, Волгоградска 5
• ЗЕЛС
• Општина Аеродром
• Општина Карпош
• Меѓуопштински центар за социјални работи

Предлагачи на проектот се група на граѓани. Групата-предлагач брои 12 членови: претставници од локалната власт и од институциите, граѓанскиот и бизнис секторот, млади. Соработката помеѓу поголемиот дел од членовите на групата датира од порано (соработка на повеќе проекти и граѓански иницијативи). Како група-предлагач на овој проект се формираше по Работилницата за развој на партиципативни сценарија, која во рамките на проектот „Иницијатива за одржливи градови: Ревизија за општествената одговорност на локално ниво во пет градови во Југоисточна Европа“, се одржа на 18 декември 2012 во Скопје.

Низ дискусиите групата-предлагач, согледувајќи ја тесната поврзаност помеѓу трите предлози кои беа дадени во текот на работилницата за развој на партиципативни сценарија, одлучи предлогот за интервенција да биде комбинација од трите идеи и да се обиде да придонесе за подобрување на достапот до информации, услуги и поврат на информации.
Предлог проект

Генерална цел:
Да придонесе за подобрување на услугите на локално ниво и надминување на информатичкиот јаз за ранливите групи граѓани

Конкретни задачи на проектот:
➢ Длабинско истражување и теренска работа кои ќе дадат слика за реалната состојба и обемот и квалитетот на услугите што се нудат преку интернет страниците на општинските власти (дали и колку се функционални, што недостастува, и сл)
➢ Пилот акција за помош на старите лица како една од најбројните групи ранливи граѓани во Скопје за полесен пристап до услугите и информациите

Очекувани краткорочни резултати:
➢ Слика за реалната состојба за услугите што се нудат, дали и колку се функционални, што недостастува.
➢ Препораки до надлежните како, преку користење на ИКТ алатките, да се подобрат услугите и пристапот до информации и за други ранливите групи граѓани.

Подобрување: воведување на нови практики како модерната технологија да им се приближи на постарите граѓани за подобрување на услугите и достапот до информации

Временска рамка: 12-18 месеци
Главни активности:

1. Истражување / мапирање: детално скенирање на сајтовите на сите општини во градот Скопје, со цел да се види какви се услуги им се нудат на граѓаните преку интернет, колку се достапни (јасни и едностани за користење) и колку се функционални (дали навистина се употребливи или услугата „е моментално недостапна“), а со тоа до кој степен надлежните се транспарентни во исполнување на својата улога на сервис за граѓаните.

2. Теренска работа: пилот акција на терен по системот „разговор од врата на врата“ на подрачјето на две општини во градот (општина Аеродром и општина Карпош), за да се утврди фактичката состојба колку граѓаните се запознаени со тоа што значат ИКТ алатките, дали и колку ги користат, каде ги гледаат главните пречки поради кои не ги користат ИКТ алатките, дали ги препознаваат како помош или товар....

3. Тестирање на принципот „патронажен систем“ за помош на старите лица како една од најбројните групи ранливи граѓани во Скопје за полесен пристап до услуги и информации, на пример преку пополнување електронски обрасци, купување храна, лекови, правни совети и слично. Во оваа акција би биле вклучени повеќе чинители: волонтери од урбаните заедници, заедниците на сопственици, образовните институции, граѓанскиот сектор и се разбира општините, бидејки тие ќе треба понатаму да го преземат овој систем како дел од нивните програми за работа.

Врз основа на сознанијата од оваа пилот акција ќе се изработи сет препораки до надлежните како, преку користење на ИКТ алатките, да се подобрат услугите и пристапот до информации и за други ранливите групи граѓани.
Предлог проект

Кој ќе има корист од проектот и како ќе се оствари придобивката?

Сите општини во градот — користејќи ги информациите собрани преку длабинското истражување / мапирањето ќе можат да ги подобрат услугите кои ги нудат преку своите интернет страници. / и да воведат нови услуги/

Граѓаните, а особено ранливите групи (старите лица): подобро запознавање со можностите кои ги нуди новата технологија, но и конкретни придобивки преку воспоставување на патронажниот систем.

Општинска администрација во општините во кои ќе се спроведуваат пилот акциите: преку информациите собрани од „работа на терен“ и практиките тестиране преку „патронажниот систем“.

Вклучените страни: локалните групи, невладиниот сектор, здруженијата на граѓани, и другите кои делуваат на подрачјето на општината, каде ќе се спроведува овој пилот-проект.

Општеството во целст, школите и родетиелите, како и медиумите, кои ќе укажат на важноста од волонтирањето и помагање на заедницата каде живееме, како општествена вредност која треба да се негува..
БЛАГОДАРИМЕ НА ВНИМАНИЕТО