

Municipality of Novi Travnik

CSC/UPC opening is scheduled for 11 March

General information

Municipality of Novi Travnik is located in middle Bosnia and Herzegovina, surrounded by mountings Pavlovice and Vilenice. Novi Travnik is located at 232 square kilometers and has boundaries with the municipalities of Travnik, Vitez, Bugojno, Fojnica and Gornji Vakuf - Uskoplje. Intensive development of the municipalities starts with beginning of the last century, when this area becomes administrative unit i.e. unit of the local self governance. The municipality of Novi Travnik. On 1991, the city (according to the last census) had over 12,000 citizens and municipality is whole around 30,624. The structure of the citizens was as following: 12,127 (39,6%) Croats, 11,649 (38%) Bosniaks, 4,047 (13,3%) Serbs and 2,761 (9,3%) others. Until today, many improvements were made with the assistance of domestic and international organizations.

SDA mayor, Mr. Refik Lendo (tel. 387 30 793 100) - newly elected mayor, with the clear vision and forward-thinking about development of the municipality, expressed the willingness to support the reform that GAP is leading during the selection phase. The mayor is very focused on finding solutions to attract investments and improve infrastructure and planning. Although he has military background, he was appointed delegate in the FBiH Parliament (past two years) and is fully aware of the legislative problems and need to partner with higher levels of governments.

Partnership with USAID-Sida-EKN Governance Accountability Project GAP

Picture 1. Reconstruction of CSC



Municipality was selected as GAP partner municipality in 2009. On March 19, 2009 Municipal Mayor has signed a *Memoranda of Understanding* (MoU) with GAP. It is at present completing the core assistance offered by GAP in each of four areas: the new One-Stop-Shop, new Urban Permitting Center, budgeting and finance improvement and will start with the capital improvement planning in the near future.

The estimated cost of the OSS is 334,688 KM, with the municipality paying for construction, heating, electrical works and furniture at a cost of about 149,868 or 56% of the total. It is very well designed premise, networked with all municipal offices on first and second floors.

Following construction works, thirteen (16) staff was appointed to work in CSC and UPC, and attended a various workshops to gain new skills on topics including process reengineering, customer service, use of document tracking and management software, registry

software and then info desk software. The center will provide birth, marriage and death certificates, verification of copies, signature and authorizations, construction and urban permits, business registration permits, as well as contain a fully equipped info desk to provide all information to its customers.

In addition, Novi Travnik has recognized the value of prompt and automated urban planning, forming an Urban Permit Center within CSC. Geographic information system (GIS), once fully utilized, will expedite the permitting process. At this stage, municipality is equipped with hardware and software in urbanism permit center (UPC within CSC) with modern hardware and basic tools for use of digitalized archives and geographical map processing. This complex material requires an intensive training program, multilateral agreements with public utilities, other communal organizations, and higher levels of government to expand e-communication and information dissemination. In two years, the expected result is to have electronic information relative to availability of land plots and technical requirements for development - at the customer's request - generated instantaneously from the GIS-operated database.

Picture 2. *Reconstruction of Urban Permit Center*



The municipal eagerness and passion is highly complimented, and will, for sure, contribute to well-organized and transparent services and better internal communication and organization of municipal departments, as coherent IT system becomes a precondition to better cost-effectiveness of the entire municipal administration.

Moreover, high-quality service provided by professional, courteous staff will significantly reduce time and cost for the clients thus creating a positive image and increased citizens'

satisfaction with municipal responsiveness to their needs. Birth/marriage/death certificates, verification of copies, signature and authorizations, construction and urban permits, business registration permits, fully equipped info desk to provide all information to its customers --- now is available at one place. In the area of finance and budget improvement, Novi Travnik is selected to receive hardware assistance for integrated software for budget and accounting to improve municipal finances i.e. budget modeling, performance analyses of budget unit's functions, budget planning, and audit capacity.

In view of the fact that Novi Travnik municipality already has financial software developed by the local company 3B and that it almost meets all the requirements specified by the technical proposal GAP has not provided a ground-up IABS solution but is providing the municipality technical assistance in upgrading the existing financial software.