

Municipality of Vitez

CSC/UPC opening scheduled for 3 March

General Information

Municipality of Vitez is located in central B&H, covering one of the best strategic position in the country. According to the last census from 1991, Vitez municipality had 27.859 residents, out of which, more than 85% were Croats and Bosniaks.

Vitez municipality is one of the municipalities with highest number of requests for business registration and urban related permits. In 2004, municipality has opened Info center containing three offices with six employees providing notary, protocol and registry services that cannot keep up with the customers' requests and therefore, need an upgrade of the info center to comprehensive CSC/UPC. Registry software was installed in 2007; approx. 40% of data entry has been made since.

A re-elected HDZ mayor, Mr. Vlado Alilović (Tel. 387 30 711 317) is very cooperative and well organized. The mayor has been following the events regarding new legislation on LSG and agrees that changes must be made. However, he is primarily focused on self-initiated changes in term of improving business environment, expedite permitting and other services to attract investors and stop population migration – especially, youth.

Partnership with USAID-Sida-EKN Governance Accountability Project GAP

In February 2009, Municipality of Vitez was selected to become GAP partner municipality. The Memorandum of Understanding between the Mayor and GAP Chief of Party was signed on March 20. Mayor and his team are very cooperative and responded to all GAP requests so far. Scope of Works encompasses activities in the area of administrative process mapping and reengineering thus improving customer services via newly reconstructed CSC, urbanism permitting thru establishment of urbanism permit center and upgrade of integrated budget and accounting system.



and software.

Picture 1. Reconstruction of CSC

In April 2009, Mayor appointed a working group comprised of municipal departments' experts – system administrator, architect, construction engineer – to conduct needs assessment with GAP staff, and prepare conceptual and physical design of Citizens' Service Center (CSC). Scope of Work was signed on June 29, with estimated cost of 244,816 KM. Municipality contributed with construction and furnishing, nearly 30% of a total cost, and GAP financed procurement of necessary hardware

Picture 1. Reconstruction of CSC



Following construction works, eight (8) staff appointed to work in CSC, attended a various workshops to gain new skills in document tracking and management software, registry software and then info desk software. Their eagerness and passion was 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. Around 20,000 citizens will benefit directly from the project.

Automated geographic information system (GIS), once fully utilized, will expedite the permitting process. At this stage, municipality is equipping its Urbanism permit center (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.

As for GAP's assistance in improving of financial management, the first, non-integrated version of Finova software was provided to Vitez municipality under OSCE's MIFI project. The new, full IABS version was delivered to the municipality by GAP, without any additional costs, based on MoU signed between GAP and Itineris. Using IABS to its full capacity ensures timely and reliable information, and significantly improve efficiency, giving the municipal finance department more time for other important analyses. Budget planning activities will rely on timely and accurate information.