

KINGDOM OF MOROCCO



MINISTRY FOR THE REFORM OF THE
ADMINISTRATION AND THE CIVIL
SERVICE



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EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENICE COMMISSION)

in co-operation with

**THE MINISTRY FOR THE REFORM OF THE ADMINISTRATION
AND THE CIVIL SERVICE OF THE KINGDOM OF MOROCCO**

Regional seminar for senior public officials

UniDem Med

**“IMPROVING THE RELATION BETWEEN THE
ADMINISTRATION AND THE CITIZENS :
A DEMOCRATIC IMPERATIVE”**

Rabat, Morocco

23 – 26 April 2018

IMPROVING THE QUALITY OF PUBLIC SERVICES

by

Ms Monika DZIADKOWIEC

(Office of the Prime Minister, Poland)

Ensuring Sustainable Democratic Governance and Human Rights in the Southern Mediterranean

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Public services for all: responding to citizens complaints and letters

MONIKA DZIADKOWIEC

THE CHANCELLERY OF THE PRIME MINISTER
POLAND

KANCELARIA PREZESA RADY MINISTRÓW
 THE CHANCELLERY OF THE PRIME MINISTER

The main goal of the Presentation:

To unveil the results of the reform of responding to citizens' complaints, petitions and concerns in Polish governmental administration

The Background

- Poland as a post-communist country (1945-1989)
- Lack of trust to the State and administration
- Transformation 1989 and the results
- Joining the EU 2004

The initial situation (1)

The outdated regulations - *Code of administrative procedures* (1960):

1. Obligation to replying to all complaints and proposals, but the decision what is a complaint or proposal at the discretion of a public officer
2. Any obligations to replaying e-mails, letters from citizens on general matters or phone calls
- 3 Very formalistic approach to what to answer – example: should a letter provide an email address instead of the mailing one, it was left without a response.

RESULT:
The Chancellery of the Prime Minister responded to 19% of all letters from citizens (2014)

The initial situation (2)

Bureaucratic language of responses –
fog index over 20

Insensitive and callous approach to citizens' complaints

Example – The Letter From Prison

The Office of the Prime Minister

Request

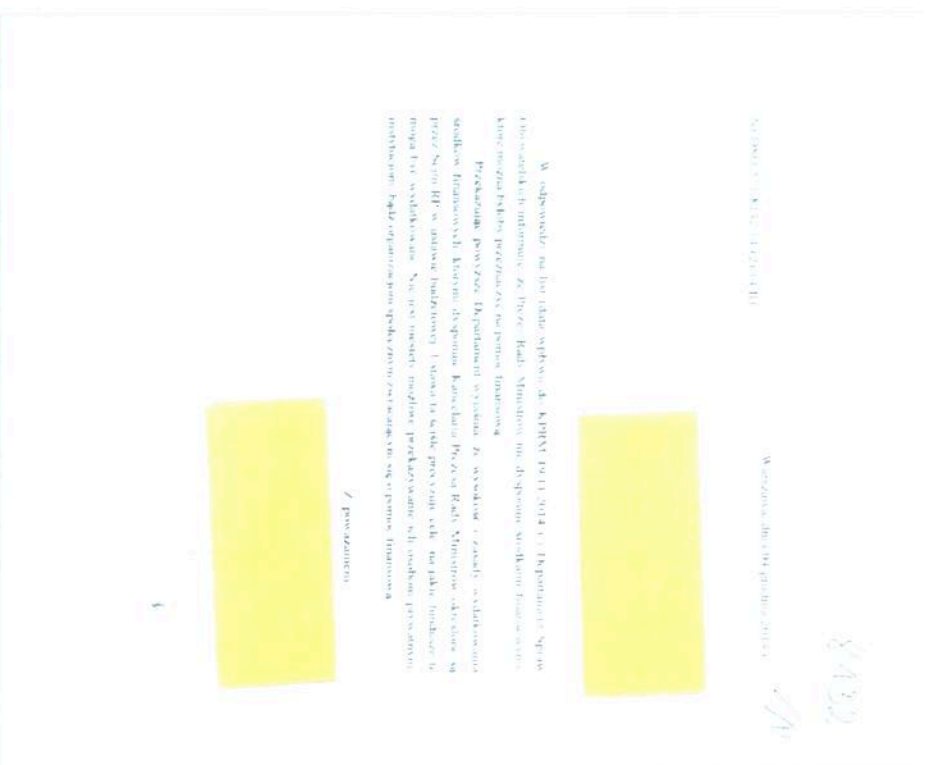
I am writing to apply for some financial help because I am at the moment in prison in Wronki. At present I bring up 12-years old son. I cannot get any external help as my family themselves get the social benefit and my ex-wife brings up two other children. I had now started training to become turner – locksmith and I would need a copy book, some pens, envelops, scotch tapes, some glue – whatever you will be able to send me. I thank you with all my heart. I wish you success at work and in private life. The course will enable me to start normal life after leaving the prison and to earn my familie's living. I will be finish at that and thank you once again. Yours sincerely

I believe there are kind hearted people on the world.



Example – The Response

Warsaw, the 4th of December 2014



In response to the letter (received by the Chancellery on 19th November 2014) Civic Issues Department informs that the Prime Minister is not in the possession of any financial means which could be used for financial help.

Conveying the above information the Department explains that the rules and procedures of expediting financial means at the disposal of the Prime Minister Chancellery are defined by the Parliament in the Budget Act.

The Act stipulates precisely the aims which can be financed by the PM Office. Unfortunately it is not possible to transfer them to private persons, institutions or NGO's applying for the financial help.

Yours sincerely

Other findings:

- Burnt out civil servants who were in charge of responding to the letters
- Limited possibility to contact public officers over the phone – no statistics
- Last but not least: Dispersed and inaccessible information about public services (e.g. separate, unintegrated and difficult to navigate websites of different government offices)



What did we do?

Program OBYWATEL (CITIZEN)

THE GOAL: Multi-channelled access to administration for people with different communication preferences

HEAD OF CIVIL SERVICE – the leader of the Program

Over 50 institutions involved

Personal supervision of the Prime Minister

Main elements of the OBYWATEL program (1)

Responding to LETTERS, SIGNALS and COMPLAINTS (1)

The government's official recommendation to respond to **ALL** letters, signals, complaints and proposals

Obligation to respond to all letters, regardless if they fulfill the requirements of the administrative law

Nation wide training and workshops on *plain language* for civil servants with the goal to replace jargon with sympathetic language - Cooperation with Universities

Main elements of the OBYWATEL program (2)

Responding LETTERS, SIGNALS and COMPLAINS (2)

Preparing a short, practical guidebooks for civil servants – *how to deal with citizen's letter?*

Renewing *the mission* of the job – coaching and support for civil servants: combating the burning out

Hiring the Volunteers and Interns

Monitoring and auditing process

Main elements of the OBYWATEL program (3)

Helpline for citizens

A telecommunication system encompassing all state government offices

Competent crew, trained to respond to citizens' phone calls in a respectful and sensitive manner

One integrated database of administrative issues and reported problems

Main elements of the OBYWATEL program (4)

Web site www.obywatel.gov.pl

A web portal for citizens,
with friendly and
accessible information
how to handle their issues
at an office

100 most often wanted
services and procedures
available online for citizens

The program's outcomes

The Chancellery of the Prime Minister responded to almost 14 000 citizens' letters, which was a **300% rise** in comparison to the previous year

The info line crew responded to **over 39 000** phone calls from citizens

The website OBVMATEL in the first year of its existence (2015) registered **over 1 000 000 users**

Thank you!

MONIKA.DZIADKOWIEC@KPRM.GOV.PL

