



Roundtable Discussion on Citizens' Charter - Agreement between Government and Society on Quality of Service

15 October 2019

Hotel Novotel, Gedimino ave. 16, Vilnius

CONTEXT

The Chancellor of the Government of the Republic of Lithuania has decided (together with members of the Person Servicing Competence Network) to draw up an agreement (charter) between the authorities and the citizens in order to achieve more efficient open administration and better quality of service to individuals and uniform service provision in public institutions. The Citizens' Charter is a document that establishes the obligations of a public authority to provide services to the citizen according to the principles and standards established in order to ensure quality of service and proper service.

In order to find out the values, declarable rights and obligations of the participants to the agreement, the Chancellor of the Government of the Republic of Lithuania conducted a survey on public expectations (survey of residents): what kind of service people expect upon coming to a government agency and how they themselves can contribute to better service. 159 respondents participated in the field study and e-survey (hereinafter referred to as the Survey). The survey revealed what people expect from public agencies and what positive/negative service experiences they have. This survey is complemented with the Report on the Assessment of Trust in State and Municipal Institutions and Bodies and Service Quality prepared by the Ministry of the Interior in 2018, and putting it together it has become a basis of information for developing the discussion.

GOAL AND TASKS OF THE DISCUSSION

Based on the results of public opinion in the Survey, and the views of the participants in the Discussion, representing 19 public authorities, to formulate responsibilities in the area of personal services through the drafting of the Citizens' Charter. The objective was pursued by the following tasks:

- To clarify opinions of the target groups;
- To analyse the opinions received;
- To systemize the results and provide insights;
- To prepare a Citizens' Charter document.

PROGRAM

08.30 - Start of registration.
09.00 - Presentation of the survey results.
09.30 - Presentation of the charter preparation process: parts, method, progress.
09.45 - Session I
10.00 - Session II
10.15 - Session III
10.30 - Session IV
10.45 - Presentation of group work
11.10 - Coffee break
11.25 – Reminder of criteria, formulations for evaluation.
11.30 - Preparation of the final text
12.00 - Presentation of the final text
12.10 - Sharing insights, speech of the representative for Chancellor of the Government of the Republic of Lithuania
12.30 - Farewell.

SUMMARY

The opinions of the target groups were clarified and analysed during the discussion, and the results were systematized according to the opinions. Working in groups, the participants to the discussion clarified the key future structural blocks of the Citizens' Charter: The Purpose, Vision and Mission of the Citizens' Charter, Principles and Values of Service, State Responsibilities, Citizens' Commitments, Appealing procedure and Defaulting. For each block, participants assigned the key points discussed. One of the most important and most frequent issues discussed by the participants is equal, non-discriminatory customer service. This item was included in the definition of the Citizens' Charter mission, in the Block of Service Principles and Values, and in the State Obligation Block. Another, recurring and equally important issue is the proper personal relation between the client and the employee of the public office: pleasant communication, kind cooperation, honesty. This point was included by the participants to the discussion in the Block of Service Principles and Values and in the Citizens' Commitment Block. To sum up the discussion, it can be stated that commitments in the field of personal services have been developed from which a final Citizens' Charter document will be drawn up, which will be adapted at later stages by the different institutions to purposefully improve the quality of service to citizens.

FURTHER STEPS

Having prepared the Citizens' Charter, this document will be adapted to each ministry, indicators will be established to assess its compliance, monitoring will be carried out, and its results will be analysed to formulate improvement measures. The Citizens' Charter in the Chancellor of the Government of the Republic of Lithuania will come into force since 1 January 2020.