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Бр.Нр. 09-2483/11
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ГОСТИВАР - GOSTIVAR

MUNICIPALITY
OF GOSTIVAR

Implementation of the eRegulations system in the Municipality of Gostivar

MEMORANDUM OF UNDERSTANDING

The municipality of Gostivar has requested the implementation of the eRegulations system to bring transparency on, and simplify administrative procedures (annex1). The system will be implemented with the technical assistance of UNCTAD and UNDP and financial support from the Swiss agency for development and cooperation (SDC).

The document in annex 2 describes the project scope, activities, timeframe and budget.

Through a separate agreement, SDC has made a direct contribution to UNCTAD to cover costs related to system habilitation (software configuration and installation).

The purpose of this MoU is to define the roles and responsibilities of the Municipality of Gostivar, UNCTAD and UNDP.

UNCTAD

In addition to the activities agreed with the SDC (software configuration and installation), UNCTAD will train the local project team (i.e. the staff designated by the municipality and a consultant hired by UNDP) in collecting information, in administering the eRegulations system and in simplifying procedures.

Focal point: Ms. Bita Mortazavi (bita.mortazavi@unctad.org)

UNDP

UNDP will select, jointly with UNCTAD, hire and supervise a local consultant for 18 months (or two consultants for 9 months). UNDP will also organize and finance presentations and training sessions.

Focal point: Ms. Sonja Stefanovska-Trajanoska (sonja.trajanoska@undp.org)

MUNICIPALITY OF GOSTIVAR

The Municipality will designate a project coordinator, provide an equipped office for the local consultant, coordinate contacts with all administrative departments involved so that the consultant can collect information freely; it will also assign 2 staff (part or full time) to assist the local consultant in collecting information and administering the eRegulations system.

Focal point: Mr. Pajtim Saiti (pajtim@gostivari.gov.mk)

All disputes linked to this MoU will be solved amicably.

This document is signed by authorized representatives of each organization:

Municipality of Gostivar

Nezhat Bejta
Mayor

UNDP



Louisa Vinton
Resident Representative

UNCTAD



Bitá Mortazavi
Regional Coordinator
Business Facilitation Program

Annex 1

KOMUNA E GOSTIVARIT
ОПШТИНА ГОСТИВАР
GOSTIVAR BELEDİYESİ



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Бр. НР. 08 - 742/1
05.05.2014 год. вил
ГОСТИВАР - GOSTIVAR

Dear Dr. Kituyi,

The municipality of Gostivar aims at improving its services to local businesses and citizens through promotion of transparency, simplification of administrative procedures and providing online services.

We have come across UNCTAD's eRegulations Programme and believe it is a suitable and comprehensive solution for us to provide online up to date information on rules and procedures, and on the services offered by this municipality. It also provides us a good platform to detect bottle-necks and simplify procedures that citizens have to comply with in order to undertake business activities.

I would therefore like to ask your kind assistance to help us secure grant funds to allow us implement UNCTAD's eRegulations Programme as soon as possible.

I would like to reiterate the full commitment of the municipality of Gostivar to the efficient implementation of this important programme and look forward to receiving your positive reply to this request.

I thank you in advance for your kind support.

Yours sincerely



Cc: Ms. Louisa Vinton, U.N. Resident coordinator to the Former Yugoslav Republic of Macedonia
Mr. Frank Grozel, Coordinator, Business Facilitation Programme, UNCTAD
Ms. Bitia Mortazavi, Inter-regional coordinator, Business Facilitation Programme, UNCTAD

Annex 2

TRANSPARENCY & SIMPLIFICATION OF PROCEDURES IN GOSTIVAR

Project document

The municipality of Gostivar has requested the implementation of the eRegulations system, a turn-key eGovernment tool developed by UNCTAD to provide clear and transparent information on administrative procedures.¹ eRegulations presents procedures step-by-step, from the user's point of view, with all forms, requirements, contact details of entities in charge, legal bases, costs and duration for completing administrative processes. Besides giving clear and practical information on rules and procedures to citizens and businesses, eRegulations is a powerful simplification tool. UNCTAD has developed an efficient methodology to simplify procedures documented in the eRegulations system. The number of steps, the requirements and the duration can generally be decreased by more than 50%, without changing the laws.

Objective

- Configure and implement the Gostivar eRegulations system (gostivar.eregulations.org)
- Document at least 6 procedures in English and Macedonian (or Albanian)
- Train the local counterpart in documenting new procedures in the system and in keeping the information up-to-date
- Propose simplifications for two priority procedures

Benefits

- Citizens and businesses of Gostivar will have access to clear information on administrative procedures involving the municipality
- They will be able to send complaints, report misconduct and propose simplification ideas online
- The municipality of Gostivar will dispose of a powerful tool to reinforce the public-private dialogue and to simplify procedures

Participants

- The municipality of Gostivar will be the project's main counterpart
- Information will be collected through field visits to all public agencies involved in the procedures; a supervision committee composed of representatives of these agencies will be created.
- UNCTAD will provide technical assistance for the configuration of the Gostivar eRegulations system; it will supervise, and participate in, the documentation of procedures; it will train the local counterpart in maintaining the system, documenting new procedures and in keeping the information up-to-date; it will provide user and administration manuals; it will propose simplifications for two procedure.

¹ eRegulations has been installed in 28 countries worldwide and is part of UNCTAD's Business Facilitation Program for transparency, simplification and automation of rules and procedures <http://businessfacilitation.org/>

Timeframe and activities

Activity	Participants	Time frame
System configuration, creation of the local team and presentation to stakeholders	UNCTAD, municipality of Gostivar	Month 1
Training of the local team on system administration and information collection, documentation of procedures (3 training sessions, on-the-job training)	UNCTAD, municipality of Gostivar, departments involved in procedures	Months 2-5
Consistency review of the information collected, presentation to agencies in charge for validation	UNCTAD, municipality of Gostivar, departments involved in procedures	Months 3-6
→ Launch of the portal	UNCTAD, municipality of Gostivar, project donors	Month 7
Analysis of two priority procedures and simplification proposals	UNCTAD, municipality of Gostivar	Months 8-9

Duration

Activities will start upon signature of the memorandum of understanding to which this document is attached, for a period of 9 months.

National ownership and sustainability

Ownership: The system will be installed at the Gostivar municipality or on a server chosen by the municipality. UNCTAD will grant an unlimited license of use. The information registered in the system belongs to the municipality. Detailed operation and technical documentation and user and administration manuals will be provided.

Sustainability: The system will be maintained by the municipality after project completion.

BUDGET

SDC contribution to UNCTAD

Code	Activity	Type of expense	Unit	Cost/unit	Total USD
5301	System habilitation cost	Software	1	48'673	48'673
	- System creation and configuration				
	- System installation				
	- Technical hotline (12 months)				
	PSC (13%)				6'327
TOTAL SDC contribution to UNCTAD					55'000

Other contributions to the Gostivar eRegulations project

UNDP contribution					
	Information collection	Local consultant	2	9'000	18'000
	Training of consultants and local staff	Capacity building seminars	3	1'000	3'000
	Total				21'000
UNCTAD and other contributions:					
	Supervision	International expert	2	12'000	24'000
	Training	International experts	3	12'000	36'000
	- information collection methodology				
	- administration of the eRegulations system				
	- quality control				
	- streamlining procedures				
	Total				60'000
TOTAL other contribution to the Gostivar eRegulations project					81'000
TOTAL Gostivar eRegulations project					136'000