

**BEST PRACTICES
IDENTIFIED AT THE LEVEL OF
THE LOCAL PUBLIC ADMINISTRATION**



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- **All public information is displayed on the LED screens available in the public relations areas within the City Halls.**

- **The Counseling and Information Centers for Citizens were made operational.**
- **There is a special meeting space where citizens can talk to the designated employees of the institution as well as solving their requests.**
- **It can be considered a model of organizing the public relations activity within a City Hall.**

- **The „Investments Map” is an interactive tool. It is running 10 investment categories achieved/ in progress;**
- **Each button displays the investment details, the allocated amount, duration, status, description and photos of those specific investments.**

- **For suggestions/ complaints there are:**
 - **A box/mailbox/ urn/ complaints box** at the entrance of the City Hall
 - **Hotlines called “TellVerde”** for citizens to communicate complaints or suggestions
 - **A forum**, on the institution’s website, where interested citizens can ask different questions / request different information of interest to them or to the community
 - **A *call center system*** made operational so as to facilitate the notification of irregularities and possible corruption acts

- **The meetings of the Local / County Council are broadcasted live on the local TV station or online.**

- **The institution organizes at its own initiative public debates on various topics of interest to citizens**

- **Activities and partnerships with the civil society are developed, and some of the local public administration authorities have concluded cooperation agreements with NGOs.**

- **Anticorruption campaigns were organized and conducted at the municipalities' level**

THANK YOU FOR YOUR ATTENTION!

