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| **Project title:** | **Assistance to the Government of the Kyrgyz Republic in the modernization of the state and municipal services provision system** |
| **Prerequisites and analysis of the situation:** | Calling itself a welfare state, Kyrgyzstan declared its firm intention to develop the state and municipal services sector, and to provide its citizens with state constitutional guarantees on public services.The primary strategic goal of building a new state system is to restore the citizens’ trust in state institutions by upgrading the quality of the public services provided to the main consumer: the citizens of Kyrgyzstan.The existing system of state governance in the Kyrgyz republic is rightly criticized by the population, which resulted in the inclusion of its reform in the National strategy for sustainable development for the period 2013-2017.*Issues*:* The inefficient state and municipal services provision system hampers the economic and social development of the country (i.e. gaps and shortcomings in the current regulatory framework for services provision).
* The lack of clear standards, quantitative and qualitative indicators for state and municipal services makes evaluation and quality control impossible. State and municipal bodies are not held accountable for the poor quality of the services provision. The quality of state and municipal services is low; the level of corruption is high; and the access to services is not equal.
* The creation of new state and municipal services is an arbitrary process due to the absence of criteria for defining services and identifying what services are in the public interest.

According to data from the Ministry of Economy of the Kyrgyz republic, there were more than 20 000 services in 2011, with 19 726 of them paying. The services offered were often divided into a multitude of small operations, each of them being presented as an individual service. The theoretical number of paying services, established by the legislation, did not coincide with the real number of services offered by public bodies. The register of free services was altogether nonexistent. Public services were often imposed on society despite the lack of actual demand from users.The political will of the country leadership as well as the announced plan to reform state governance system led to the initiation of a step-by-step modernization of the state and municipal services sector:* In **the 1st step**, an inventory was compiled and a preliminary regulatory framework was set up to modernize the state and municipal services system;
* In **the 2nd step**, standards and regulations for the provision of state and municipal services are designed and introduced. Issues related to the creation of a single-window system are reviewed.
* In **the 3rd step**, a technical analysis of business processes will be undertaken, and certain types of public services will be digitized with the introduction of a single-window system.

The principal outcome of the 1st step has been the development of the draft law “On state and municipal services”. The president of the Kyrgyz republic signed the law in July 2014, and it entered into force in January 2015.At present, the government of the Kyrgyz republic is completing the 2nd step of the modernization of the state and municipal services provision system.To implement the 2nd step, i.e. the establishment of a public services register, the government of the Kyrgyz republic created an interdepartmental commission on the modernization of the state and municipal services provision system. The commission is composed of all stakeholders’ representatives from the state and civil sectors, with the ministry of economy acting as its secretariat.The register currently includes 400 services (158 free and 242 paying). Moreover, an initial basis for the standardization of state services has been established, model administrative guidelines for state services have been introduced and a regulation “On the procedure and implementation of administrative guidelines for state services” has been adopted.In accordance with the regulation “On the creation of a local register for municipal services” adopted by the Government Decision No. 302 of 3 June 2014, a draft model register for municipal services has been developed, i.e. a minimal list of approved municipal services. Following the adoption of the model register, work on municipal services standards will start in due course.So far, several events on mechanisms for public monitoring of state and municipal services providers have been held for representatives of state institutions and civil society organizations.**Implementation of the 2nd step of the modernization plan started in 2013**, following which work on the final step will begin. Upon completion of all three steps, a modern and sustainable system of public services provision will be operating. |
| **Strategy:** | The project primarily aims at assisting the Government of the Kyrgyz republic in the creation of favorable conditions for the development of a coherent and efficient state and municipal services provision system in the Kyrgyz republic by 2019.The project will be gradually deployed over 4 years. For every step, different methodologies, instruments and methods will be used in order to guarantee the effective implementation of each specific step.The successful completion of the project depends to a great extent on the results, previously obtained regarding: cooperation with the Government Office and other relevant governmental agencies; the involvement of independent experts and representatives of the civil society; transparency and accountability; the integration of vulnerable social groups’ interests; gender sensitivity; the use of Russian and other countries’ expertise in multi-service centers etc.In the first step (the launch), organizational and planning methods will be used to adapt current project mechanisms.In the second step (the implementation), the following activities will be undertaken: working and expert groups will assist in drafting laws, conduct surveys to identify issues, and make recommendations; a dialogue platform will be established to discuss problematic and unclear decisions, and to encourage decision makers to reach consensus; training will be organized for different aspects of the project and on different occasions, such as seminars, training for trainers, study trips etc; international expert missions will provide some input in relation with relevant international expertise and standards; consultations with partners, civil society, general public and other stakeholders; monitoring or other types of research will survey the general public opinion and provide assessment when necessary.In the final step, evaluation studies will be conducted in order to assess the project outcomes and to provide information, which will serve as a basis to discuss progress with partners during project review meetings.The project will cover all parts of Kyrgyzstan. Activities will be implemented at the national and local levels in 5 areas:**Component 1.** Assistance in developing a regulatory framework: expert working groups will conduct analysis and provide feedbacks on the modification or the creation of regulatory and other legal acts necessary to establish a normative legal framework, which will guarantee an effective development of the state and municipal services provision system. A survey of the current regulation will be conducted in order to identify state and municipal services that should become business entities.**Component 2.** Assistance in the creation of comprehensive and efficient system of provision for state and municipal services: public services standards will be adopted; several services will be digitized; one-stop service centers will be set up on the basis of the Russian and international experience in the area of multi-services centers; staff capacity will strengthened, for state and municipal servants involved with the provision of services to the population, but also for representatives of civil society organizations engaged in monitoring quality and access to services; mechanisms for public-private partnership will be adopted in order to set up a single-window services provision system; and a law of the Kyrgyz republic will be adopted “On state social contracting” that relates to public services provision for vulnerable social groups, and in particular in rural areas. The main activity will be the implementation of digitized services and public monitoring.**Component 3.** Capacity building for state and municipal servants, and civil society organizations involved: mechanisms to improve the capacity of state and municipal servants will be implemented, and training modules will be incorporated in the preparation, continuous learning and qualification programs, thus helping to secure the sustainability of such practices in the post project period.**Component 4.** Design, adoption and deployment of efficient models of state and municipal services provision: technical and infrastructure support will be provided to local state administrations, state bodies and local authorities engaged in the modernization of state and municipal services provision, and to ensure that the experience gained could be used by the rest of community.**Component 5.** Assistance in harmonizing the country budget system in accordance with the law of the Kyrgyz republic “On state and municipal services”: based on a survey, recommendations will be made on ways to improve the methodology used to estimate the cost of state and municipal services, following which cascade training of the improved methodology will be provided to public servants involved in state and municipal services provision. |
| **Expected results:** | **The main purpose of this project is the creation of favorable conditions for the development of a coherent and efficient state and municipal services provision system in the Kyrgyz republic****Outcome 1:** Design and introduction of functioning mechanisms for implementing the Kyrgyz republic Law “On state and municipal services”, normative legal acts and other legal acts. Preparation and/or review and modification of the main by-laws, enabling the implementation of the Law aimed at establishing fair and equal opportunities to access services in any region of Kyrgyzstan, in accordance with the Constitution of the Kyrgyz Republic, policy documents (NSSD, PTSD, ATR, etc.) and in line with international standards;**Outcome 2:** Finalization, approval and introduction of elements of the state and municipal provision system in accordance with the normative legal acts adopted;**Outcome 3:** Group training of state and municipal servants and civil society activists. Consolidation of the institutional memory.**Outcome 4:** Development of the state and municipal services provision system infrastructures. Preparation of the deployment of efficient models of state and municipal services provision for users in all regions of the country;**Outcome 5:** Inclusion of the state and municipal services system in the budget system in accordance with the Kyrgyz Republic Law “On state and municipal services”. |
| **Beneficiaries:** | 1. Executive entities (state and municipal bodies, and institutions providing services).
2. Users of state and municipal services (individuals and legal entities).
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| **Budget:** | Total:1 799 740 USD | 1st year:962 596 USD | 2nd year:648 596 USD | 1/2 of 3rd year:188 548 USD |
| Outcome 1 – 240 548 USD;Outcome 2 – 620 548 USD;Outcome 3 – 266 548 USD;Outcome 4 – 509 548 USD;Outcome 5 – 162 548 USD. |
| **Duration:** | 30 months |
| **Geographical scope:** | **The entire territory of the Kyrgyz Republic** |
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