



FROM CRIMEA TO CRIMEA WITH ONE STOP IN KHERSON

On April 26, 2010, USAID LINC brought a group of Crimean officers to Kherson for a three-day study tour of its Permit Center – to share the city's experience in establishing and running the one-stop shop.



The group of over 30 participants included administrators of permit centers, relevant department heads from Radas and state administrations of several Crimean cities and raions including Sevastopol, and representatives from the Crimean Economy Ministry and the Ukraine's State Entrepreneurship Committee and its branches.

The tour began with a visit to the Kherson Permit Center for a preliminary familiarization with the way the one-stop shop was organized.



Natalia Kraynyuk, Kherson City Rada Economic Development Department Head: "We are happy to share our experience and knowledge"

Next day, the Crimean guests, split into two groups – administrators and department heads – listened to presentations made by Kherson City Rada Economic Development Department Head Natalia Kraynyuk, Administrators Office Head Larysa Antonova, and LINC experts. The presentations dealt with the whole range of issues associated with the establishment and operation of permit-issuing one-stop shops, highlighting successes but not sinking mistakes.

The last day of the tour was spent in the Permit Center during its hours of actual operation. The participants had a possibility of not only watching the provision of services to clients but also communicating with both representatives from permit-issuing agencies and visitors.



Larysa Antonova, Kherson City Rada Administrators Office Head: "Through our work we have restored confidence in bodies of the state power"

The study tour was part of the USAID LINC activities aimed at improving the system of administrative services to businesses in Crimea. These activities include assistance to Crimean cities and raions in improving the operation of permit-issuing one-stop shops.

As a result of collaboration with the project, Sevastopol is about to launch a municipal-level permit center. Using the knowledge



LINC Legal and Regulatory Reform Advisor Volodymyr Buryi: "The choice of Kherson for the study tour is due to the fact that the city's Permit Center is presently one of Ukraine's best. Our collaboration with this center began in 2001, when a 'single office' – one of the first in Ukraine – was opened in Kherson with support from a USAID project. At the time, that was really a very daring decision, but thanks to the efforts of the city's leadership and business community, we managed to do it. Today, our Kherson partners are glad to share their achievements and experience, and we're boundlessly grateful to them for that"



Olena Mykhaylova, Sevastopol City State Administration Entrepreneurship Office Head, "We [in Sevastopol] are in the process of organizing a city permit center. And being here is interesting to me – to take what is most rational and ready to use, so that not to invent the bicycle for ourselves every time"

acquired during the study tour and advice from USAID LINC experts, the Kerch government is taking measures to ensure that permits will be issued exclusively within their one-stop shop, which is expected to increase its performance drastically. USAID LINC also provides methodological assistance and consultation in the making of permit centers in Crimean cities or raions of Armyansk, Bakhchysaray, Bilohirsk, Dzhankoy, Feodosia, Krasnoperekopsk, Lenine, Saky, Simferopol, and Yevpatoria.



Study tour participants read handouts provided by USAID LINC



Two posters in the Kherson Permit Center illustrating the permit-issuing procedures: how it was and how it is now



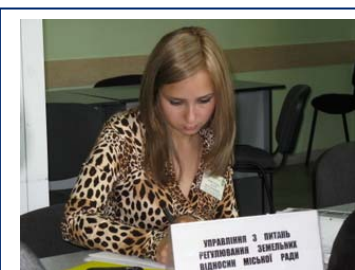
The Kherson Permit Center in action. Eighteen institutions issuing a total of 55 permit types are represented in the one-stop shop. In 2009, the center processed over 3,000 applications from clients including visitors who came for an advice, and issued more than 1,700 permits



How does it work? Crimean guests interrogate their Kherson counterparts



A good sign – the smiling client in the Permit Center



Maria Nevelska has been working as a chief specialist of the Kherson City Rada Land Relations Office just for a month. She is one of three specialists of the office who come to work to the Permit Center, and she says she likes working with people. "We are instructed to adhere to professional ethics in serving clients. We must ensure that every person who comes to us will hear a well-founded answer to his or her question"



Mykola Sidenko, a lawyer with a private law firm, came to the Permit Center to submit a parcel of documents for a permit to develop a land lease planning project for office building construction. "I go to the Permit Center quite often, because I represent clients by power of attorney.

"Before they established the Permit Center, it was not quite convenient – all the permit-issuing agencies were located in different places. You needed a lot of time to walk round all of them – it was unrealistic to do it within one day. So I have felt the advantages of the one-stop shop personally."