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MAIN DIRECTIONS OF ACTIVITIES OF CENTERS FOR PROVIDING ADMINISTRATIVE SERVICES IN UKRAINE

Carrying out reforms in various spheres of the executive authorities today remains one of the most important tasks of reforming our State. The settlement of the problem with the definition of administrative services (adopting lots of regulations on the specifics of providing public services, and the start of functioning of the Unified State Register of administrative services in Ukraine) helps to ensure the rights and freedoms of a human and a citizen, which can be achieved only through a qualified provision of services.

The absence of the necessary conditions for providing qualified services to citizens is quite a serious problem of all authorities in Ukraine. The reason for this is that most of them do not perceive citizens as customers, and operate under rules of "outdated" administrative-bureaucratic system that is not focused on citizen's needs and expectations, where the material (financial) component still remains a priority.

There are some differences in the creation of hypermarket of services in foreign countries. Some of them try in these offices to provide maximum services (all services). In others, the focus is only on the "fast" and frequently requested services, and short time of waiting. In particular, "Offices for Citizens” in Germany provide most popular services for citizens (residence registration, registration of vehicles, issuance of identity cards and passports, etc.), and thus these cases do not require long processing and are not complicated. Hypermarkets of services in Poland comprise dozens of different services grouped by industry criteria.

In different countries, agencies providing services are referred to in different ways, such as "Office for Citizens" or "Services for Citizens" (Germany), "Administrative center" or "Service (department) for providing services for residents" (Poland) and others. In the English version there is a very common name of such entities, or even more accurately, the name of the method of providing services «One-stop-shop». But, perhaps, here it is more important not to translate it literally, but to express its semantic meaning
that is laid in such an institution, where a person can get any service (maximum of services) in one place. Also, the design of "One-stop-shop" or "hypermarket of administrative services" is quite a successful name, as far as it reflects the main purpose of the institution (primarily providing administrative services), and the basic principle of operation (universalism as the issue of a wide range of services and in terms of staff qualifications).

In the current practice of Ukraine there are used a lot of individual names for these new formations, such as: Administrative services center “Transparent Office” (Vinnytsia), Center for providing administrative services (Ivano-Frankivsk), Center for providing service for residents (Lviv) and others. In principle, each of these names is quite acceptable.

Ultimately, the name "Center for providing administrative services" is recorded in the Law of Ukraine "On Administrative Services" on September 6, 2012. Under the new law, "the center of administrative services – a permanent (standing) body or a structural unit of the executive body of the city or town council either of Kiev, Sevastopol city state administration, district, regional in cities of Kyiv and Sevastopol State Administration, where there are provided administrative services through interrelationships with the subjects of administrative services" (p. 1 Art. 12 of the Law of Ukraine "On Administrative Services" on September 6, 2012).

For the further reform of administrative services today there are three key strategic areas: decentralization, streamlining relations for payment of administrative services, general deregulation or simplification – that is, the less administrative services, the better.