

Availability and quality of local public services provision

Most solicited services

Administrative services most frequently provided



21%



15%



13%



11%

- Family status certificate
- Tax payment notice
- Certificate of residence
- Certificate on agricultural land ownership (lack of)

Extracts from Land Register, certificates on the absence of debts to the national public budget, ownership certificates, certificates on the absence of working permit, authorizations for placing advertisement devices are requested in proportion of 10%.

Who requests public services most frequently



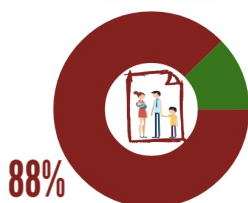
82% Employed people request administrative services the most frequently



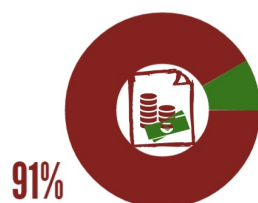
69% In most cases, citizens request public services personally; relatives' or colleagues' help is rarely solicited

Speed of public service provision

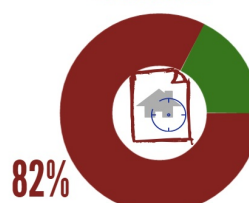
Family status certificate



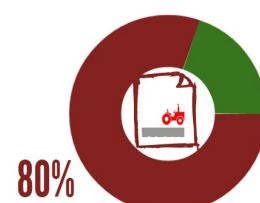
Tax payment notice



Certificate of residence



Certificate on agricultural land ownership (lack of)



● Very fast or fast

● Slow or very slow

Satisfaction with public services provided by the Mayoralty

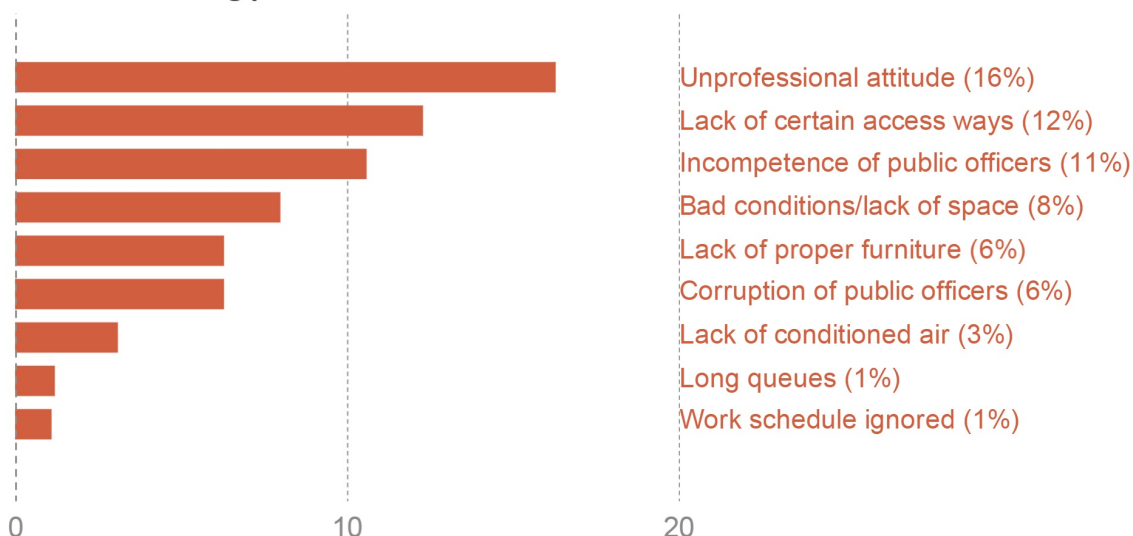


14% Completely satisfied



36% Undecided, can't answer the question

Difficulties in accessing public services



This survey of public opinion was carried out by the Centre for Sociological Investigations and Marketing "CBS-AXA" on a sample of 1094 people (56,6% women and 43,3% men), residents of 30 villages, communes and towns that are beneficiaries of the Joint Integrated Local Development Programme. The survey was conducted during April 15-28, 2014 and has a margin of error of +/- 3%.