

# PUBLIC DEFENDER'S OFFICE

## Citizen Service and Primary Response Department's Communication with Citizens

### 2020-2022 REFORM RESULTS



#### Citizen Service and Primary Response Department of the Public Defender's Office (PDO) coordinates:

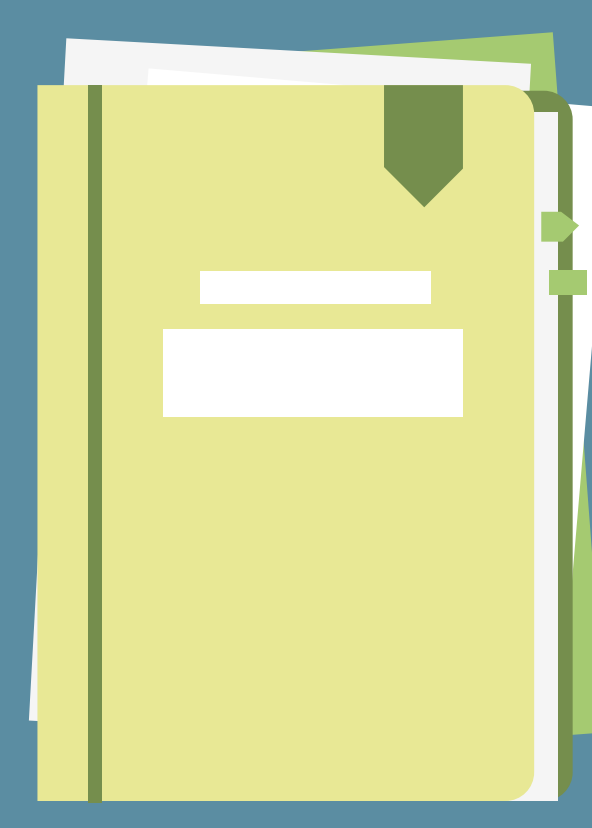


Reception of citizens and provision of consultations, both on the spot and through the PDO call center.

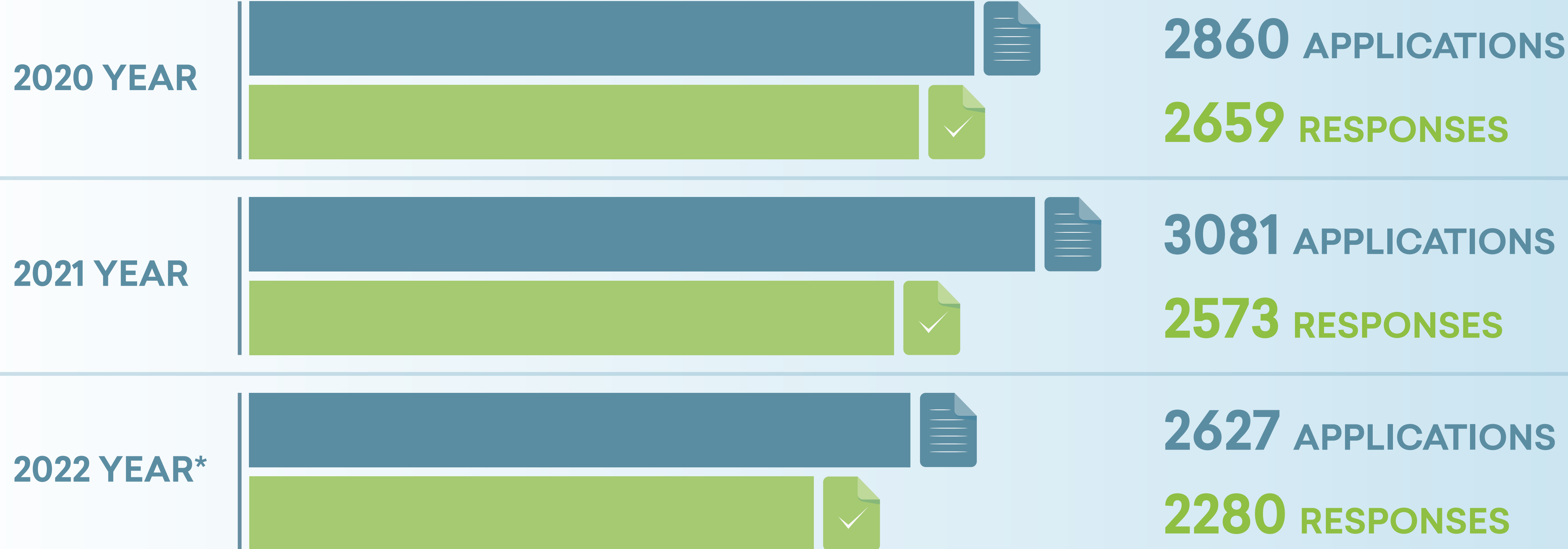


Primary consideration and response to applications and complaints received by the PDO.

#### Support from the USAID Rule of Law Program enabled the Citizen Service and Primary Response Department to enhance its communication with citizens:



- Unified rules and standards of case management, as well as a service manual for effective communication with citizens, were developed and applied;
- Citizen applications to the PDO are now more accessible, flexible and less bureaucratic;
- PDO's services to citizens increased through trainings and workshops held for staff on service standards, effective time management and communication.



\*THROUGH SEPTEMBER



Through September 2022, **927** additional replies were sent to the citizens for applications received using a new electronic service (SMS) that was established.

A unified protocol for communicating with citizens was established that enables the Department to provide services to beneficiaries in an accelerated time, both during on-site visits and remote services.



Previously, the average time spent by one operator per citizen was 45 minutes. Now, the time is **reduced to 7 minutes.**

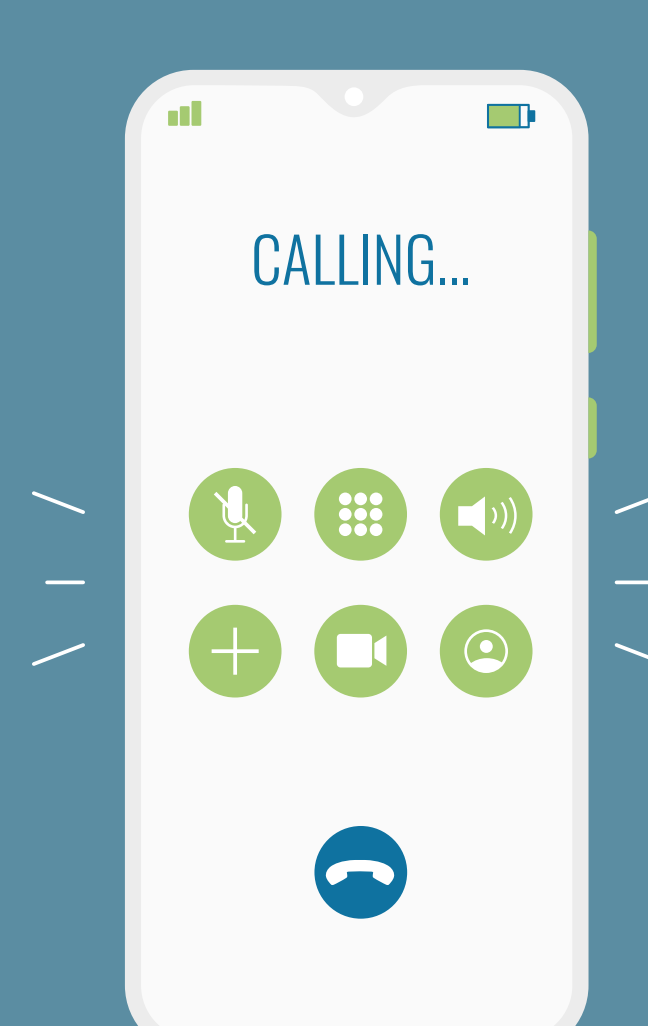
The rules for redistributing and responding to cases were changed. Citizens are now able to receive primary responses to their applications within **two working days** instead of five.



Primary response templates were created for standard cases to ensure that both written and oral responses to citizen services are uniform.



The establishment of new service standards has made it possible for operators to manage several calls simultaneously.



#### Number of received calls via hotline:

