SUMMARY

Subject matter: The improvement in the practice of offering municipal services on the basis of the Multifunctional Center (on the example of health-resort Pyatigorsk).

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Customer organization: Pyatigorsk Multifunctional Center.

Topicality of the research: Starting from 2003 and up to the present Russia is undergoing an administrative reform targeted at the achievement of the effective realization of its functions by the organs of the executive power. To simplify the interaction between the citizens and the public organs, a number of towns in Russian operate multifunctional center (MFC) for offering public and municipal services. The MFC gives a start to a qualitatively new stage of offering services in the sphere of social security, property and land and housing relations, archival business, validation and issue of passports, services of the land survey office, Pension fund, etc. These center are comfortable for the citizens as, actually, the declarant should visit the MFC only twice—at the time of handing in the document and at the time of reserving the service. The declarant is freed of the interaction with officials, of spending a lot of hours in the queue, of time-consuming visits to instance to get certificates. The experience of the different subjects of the Russian Federation shows that the introduction, application and the development of the “one window” principle enables one not only to eliminate these drawbacks but also to ensure a qualitatively new level of functioning of the organs of power in the process of their interaction with each other but also with other organizations and declarants.

Objective of the research: summarizing of the theoretical and practical aspects of offering municipal services on the basis of the MFC and the development on this basis of practice—oriented project-based recommendations.
Tasks:
- To analyze the types of municipal services;
- To systematize the ways of offering municipal services;
- To analyze the main directions of the MFS performance;
- To examine the organizational-legal character of Pyatigorsk;
- To develop the main directions of the improvement of the practice of offering municipal services by Pyatigorsk MFC.

Theoretical significance: The theoretical part of the work can be represented as a methodological foundation for further research into the methods of offering municipal services on the platform of Russia’s MFCs. The practical significance of the research is the possibility of the improvement in the process of offering municipal services. The results of the research can be inculcated in Russia’s MFCs, and also they can be used in the development of learning programs.

Result of the research: The development of MFCs is the state task of paramount importance, which, if realized, will promote the improvement in the quality of the service offered to the population, the growth in the assessment of the efficiency of the performance of regional and municipal power, the lowering of administrative barriers, the acceleration of the region’s socio-economic development. The development of MFCs will contribute to the consolidation of the authority of the power organs of among the population, will reduce the social tension in the society in the conditions of a complicated macroeconomic situation, will provide opportunities to create new jobs and will substantially raise the rating of Pyatigorsk in the solution of urgent social issues.

Recommendations: Having familiarized ourselves with the performance of Pyatigorsk MFC we come to the conclusion that it is necessary that a special mobile application be created to fulfill a number of certain functions.