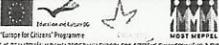


The way citizens express their dissatisfaction with the city governance



Magistrát města Mostu  
Radniční 1/2  
434 69 Most  
IČ: 00266094  
DIČ: CZ00266094



Projekt financován z Evropské unie prostřednictvím Evropského fondu pro regionální rozvoj

---

---

---

---

---

---

---

---

Petitions, complaints

Petitions and complaints received by the City of Most are centrally registered by

- Department of Internal Audit and Control of the Most Municipality



[www.mesto-most.cz](http://www.mesto-most.cz) (2)

---

---

---

---

---

---

---

---

Petitions, complaints

Some petitions or complaints relates to the decisions of the Most Municipality staff or the Municipal Police in Most.

This presentation addresses these types of petitions and complaints



[www.mesto-most.cz](http://www.mesto-most.cz) (3)

---

---

---

---

---

---

---

---

### Petitions, complaints

Other petitions and complaints are not directed against the activity of the city authorities but the citizens ask for help in the form of Most Municipality or Most Municipal Police intervention to get rid of actual defects which they allude to.

---

---

---

---

---

---

---

---

### Legislation

- Regulations of the Most Council for receiving and handling complains and petitions (the authority to issue these regulations are defined by the Act No. 128/2000 Coll., to regulate communities)
- Act No. 500/2004 Coll., Administrative Order (to regulate complaints handling against the annoying staff or incorrect procedure of an administrative authority, so called "complaints pursuant to the Administrative Order")

---

---

---

---

---

---

---

---

### Petitions

Are filed:

- In public or common interest
- Mainly by a group of citizens

(mostly contain about hundreds of signatures, in some cases only about ten, sometimes thousands)

---

---

---

---

---

---

---

---

### Petitions

They are accepted at the Most Municipality:

- in writing (they contain sheets with signatures)

www.mesto-most.cz (7)

---

---

---

---

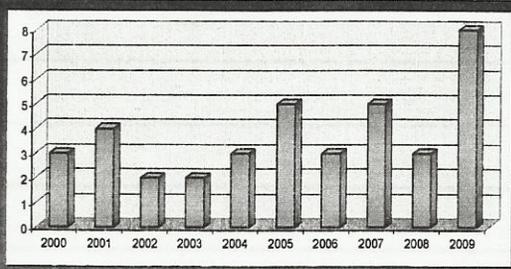
---

---

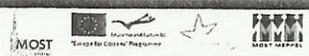
---

---

### Numbers of petitions in the last ten years



Year	Number of Petitions
2000	3
2001	4
2002	2
2003	2
2004	3
2005	5
2006	3
2007	5
2008	3
2009	8

www.mesto-most.cz (8)

---

---

---

---

---

---

---

---

### Solving petitions

- Petitions are examined by the respective department of the Most Municipality or Municipal Police in Most
- Department of Internal Audit and Control prepares and submits the material for the Most City Council or the Most City Representatives meeting discussion if the subject of the petition is in their competence
- The material contains the response proposal

www.mesto-most.cz (8)

---

---

---

---

---

---

---

---

### Most City Council or Most City Representatives

- They discuss and assess the petition
- If possible and advisable they reevaluate their decision, take respective measures and grant it to the citizens
- They agree the response which is, on behalf of the Mayor, sent to the representative of the petition committee or the representative of the citizens

---

---

---

---

---

---

---

---

### Examples of petition topics

- Changes in the land use plan
- Development of the city centre
- Waste management system
- Change in the name of a street, renumbering houses in a part of the City of Most

---

---

---

---

---

---

---

---

### Based on the filed petitions the City of Most e.g.:

- Dropped the plan to approve constructing a commercial building in the city centre to demolish the park with a fountain
- Dropped the change in the street name in the city part of Souš
- Took steps in the change of the waste management system of the city

---

---

---

---

---

---

---

---

### Complaints

Are filed:

- in an individual interest
- mainly by individuals

www.mesto-most.cz (13)

---

---

---

---

---

---

---

---

### Complaints

They are received at the Most Municipality:

- in person
- in writing
- electronically (e-mail, form at the City websites)
- by phone

www.mesto-most.cz (14)

---

---

---

---

---

---

---

---

### Complaints solving

- Complaints are examined by competent departments of the Most Municipality or Most Municipal Police

www.mesto-most.cz (15)

---

---

---

---

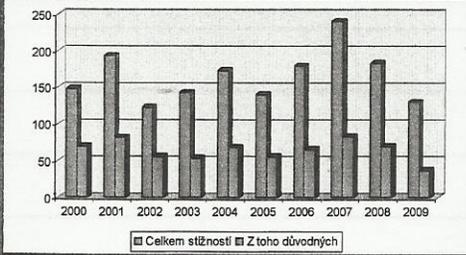
---

---

---

---

### Numbers of complaints in the last ten years including reasoning



---

---

---

---

---

---

---

---

### Complaints

Complaints related to the Most Municipality or Most Municipal Police activities create about

30 %

---

---

---

---

---

---

---

---

### Complaints

After examination of the complaint the Department of Internal Audit and Control prepares and sends off the claimant a response from the received information on behalf of:

- Department of Internal Audit and Control
- Mayor
- Secretary

Regarding special types of complaints, so called complaints pursuant to the Administrative Order, the respective department of the Most Municipality or the Municipal Police in Most prepares and sends off the response.

---

---

---

---

---

---

---

---

### Examples of Complaints topics:

- Discussion and procedure of the Department of Administrative Activities staff in solving the offence
- Discussion and procedure of the Department of Social Affairs staff in solving the request for social benefits
- The course of tenders for the city jobs
- Activity of the Most Municipal Police officers (collecting fines, draw off incorrectly parked vehicles, actions of the constables)

---

---

---

---

---

---

---

---

---

---

### Most complaints of the staff is unreasonable

- Complaints also stem from the not-usage of legal possibilities available for citizens or from the reluctance of citizens to follow valid legal regulations
- In certain cases conflict situations occur
- We are always trying to explain the claimants the whole case in the responses to the claims not to have any reason for further complaints

---

---

---

---

---

---

---

---

---

---

Thank you for your attention

 Statutární město Most

Adam Haris  
Department of Internal Audit and Control

---

---

---

---

---

---

---

---

---

---