



## Citizen Services

# One Stop Shop

## Did you know?

Citizen Services 'One Stop Shop' is a streamlined way of offering both public and other services at one service point. In a people-friendly way.



MINISTRY OF FINANCE  
Finland



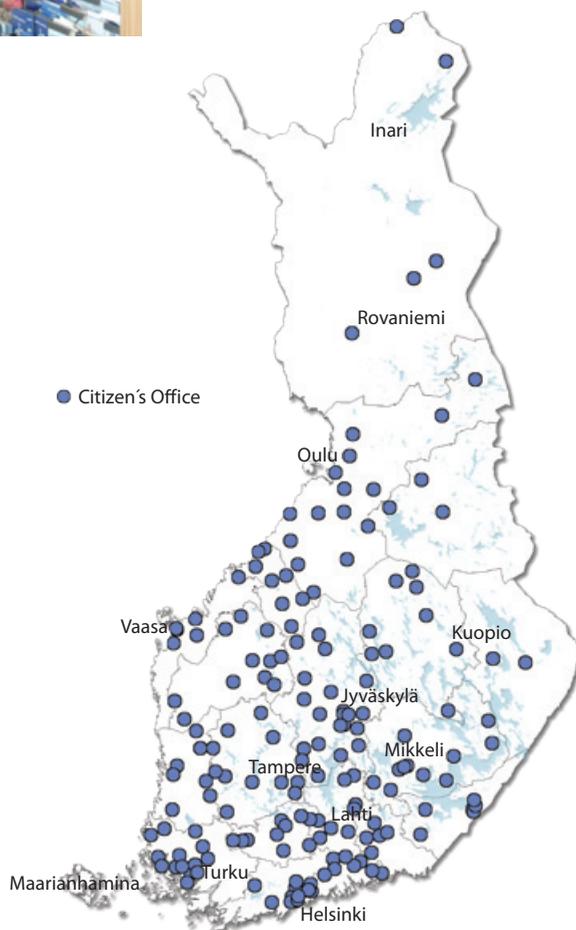
ersatile quality services both in centres of population and in remote areas can best be secured through close collaboration between central and local government service providers. For citizens, it is important that Citizen's Offices offer a wide range of information, advice and services across administrative

boundaries. Working together, we can provide better services more comprehensively to a wider public.

Finland's main public sector actors in Citizen Services are local authorities, the Social Insurance Institution, police licensing authorities in central government, local register offices, employment and economic development authorities and tax administration authorities.

Citizen Services provided by public authorities is governed by legal provisions. The Citizen Services Act (223/2007) allows central and local government authorities and affiliated supportive customer services of the Social Insurance Institution to be organized and provided collectively. Supportive customer services involves receiving and handing over documents, giving advice on how to initiate and handle various proceedings and offering assistance on how to use eServices.

Citizen Services as stipulated in the legal provisions means that one administrative authority can offer supportive customer services on behalf of other authorities. These authorities, in





## Citizen Services

Assisting customer services incl. supported web services

Staff members of public authorities

Present full time

By appointment only

Remote services

Other services operating in the same premises

- eg. third sector services

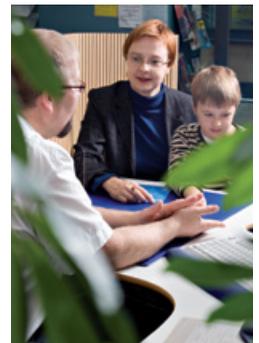
turn, compensate for the costs incurred to the supplier of the Citizen Services.

Staff members of public authorities often operate in the Citizen Offices of Citizen Services. This is the case especially when legislation requires that interaction should take place directly with the public authorities. This type of service is generally available on a part-time basis and by appointment.

Citizen Services are contracted by agreement with the authorities concerned and is optional. Citizen offices invariably operate in the premises of one authority or another, providing the services of both the relevant bodies and other authorities.

Apart from the main government bodies, the services of other service providers can operate in Citizen Offices, such as actors in the third sector and in local businesses. However, only authorities are entitled to provide public sector customer services. There are approximately 200 Citizen Offices currently operating in Finland.

Citizen Services were first launched in the early 1990s, when the Citizen Services Act came into force and the first inter-administrative citizen services project was set up. In Finland, the Ministry of Finance is in charge of Citizen Services in collaboration with other authorities and interested parties.





# Citizen Services



*Professional face-to-face  
service conveniently*



MINISTRY OF FINANCE  
Finland

PO Box 28, FI – 00023 MINISTRY OF FINANCE  
Tel. +358 9 160 01  
[www.vm.fi](http://www.vm.fi)