



HELLENIC REPUBLIC

2nd Workshop of the project :

“Fraud Repression through Education 2 (FRED2)”

«MAPPING KNOWLEDGE IN THE FIGHT AGAINST FRAUD»

Venice, 19 February 2024

National Transparency Authority (NTA)
General Directorate of Integrity and Accountability

“A statistical approach to the Greek AFCOS CMS
(Complaint Management System)
Transforming innovation into knowledge”

Dimosthenis AVARKIOTIS, Konstantinos PAVLIKIANIS

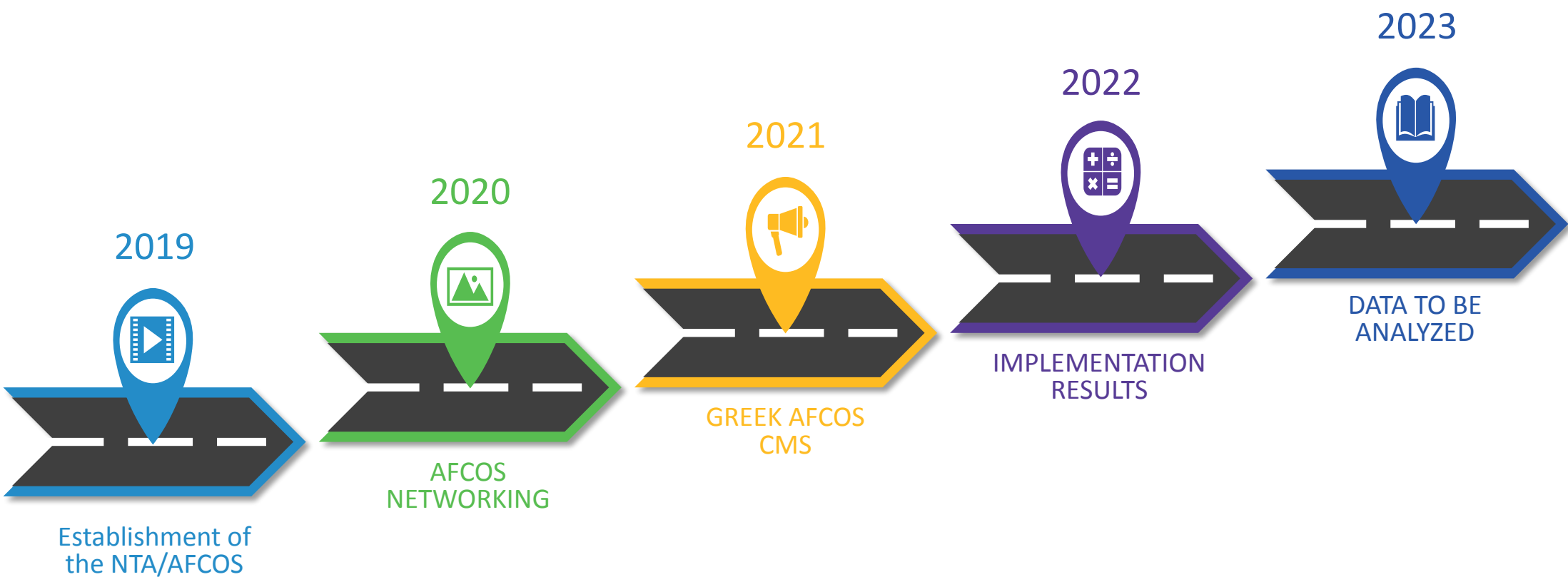
Greek AFCOS Unit



NATIONAL TRANSPARENCY AUTHORITY



Towards a Knowledge Map from Greek Complaint Management Systems (CMS)



Why Complaints Matter

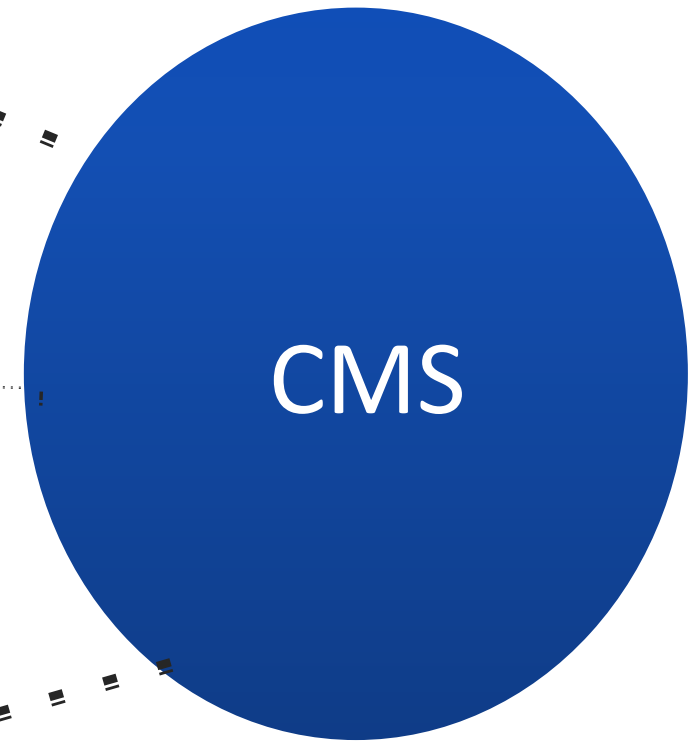
Citizen complaints offer valuable feedback on public services



Analyzing complaints helps identify systemic issues and areas for improvement



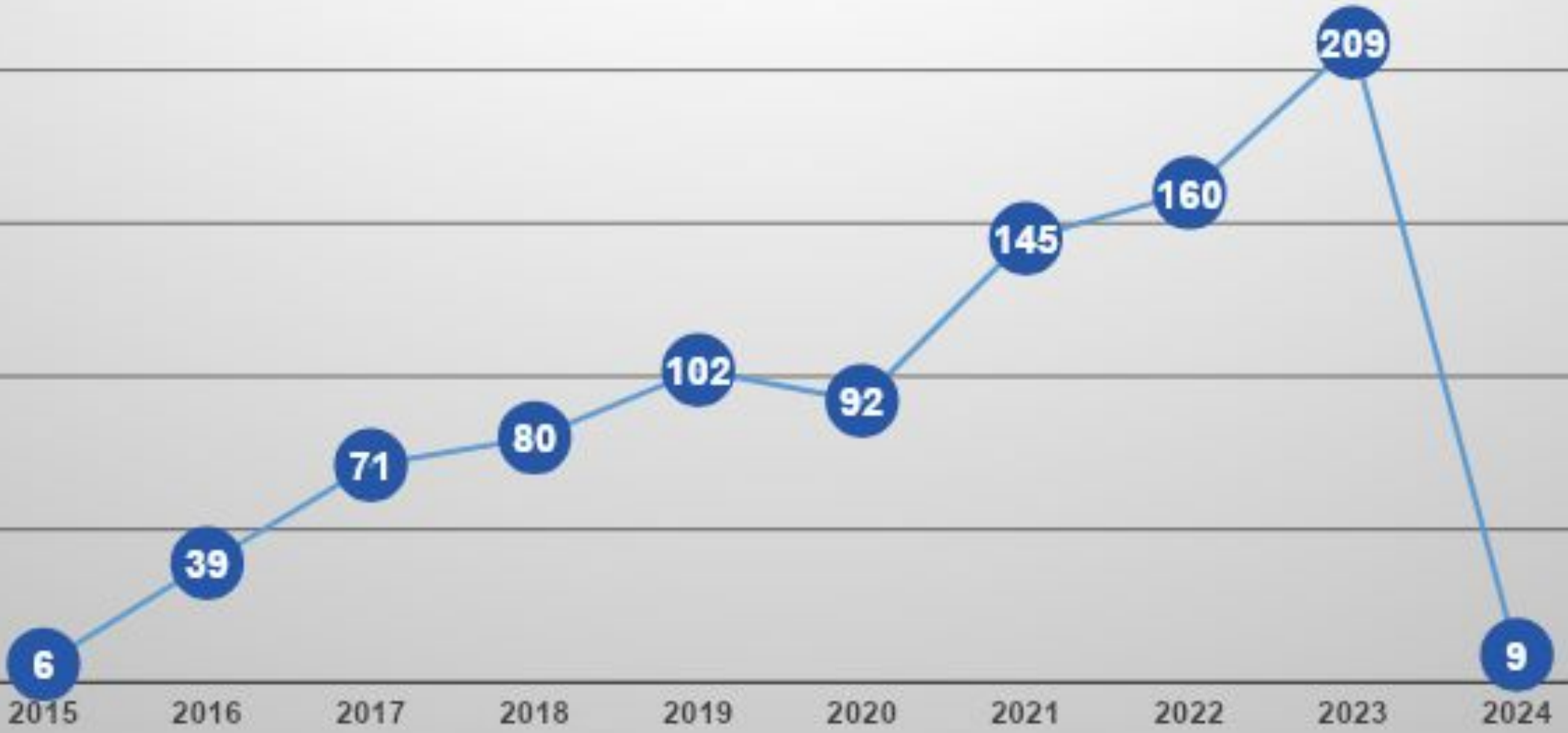
Information provided (CMS) facilitate deeper understanding of complaint patterns and trends





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COMPLAINTS PER YEAR: Total 913 complaints (as of 07/02/2024)



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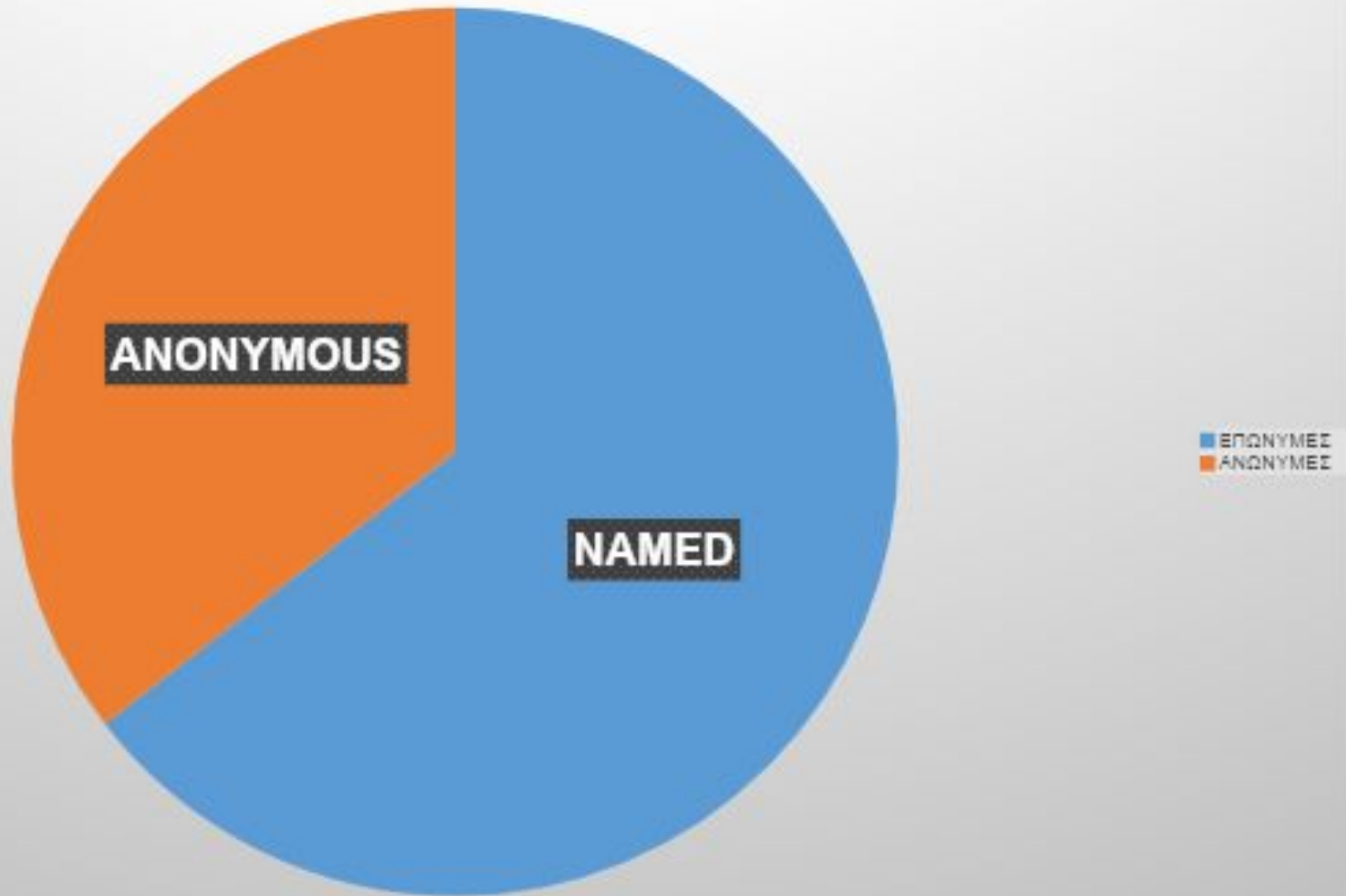


ANTI-FRAUD COORDINATION SERVICE



HELLENIC REPUBLIC

TYPE OF COMPLAINTS



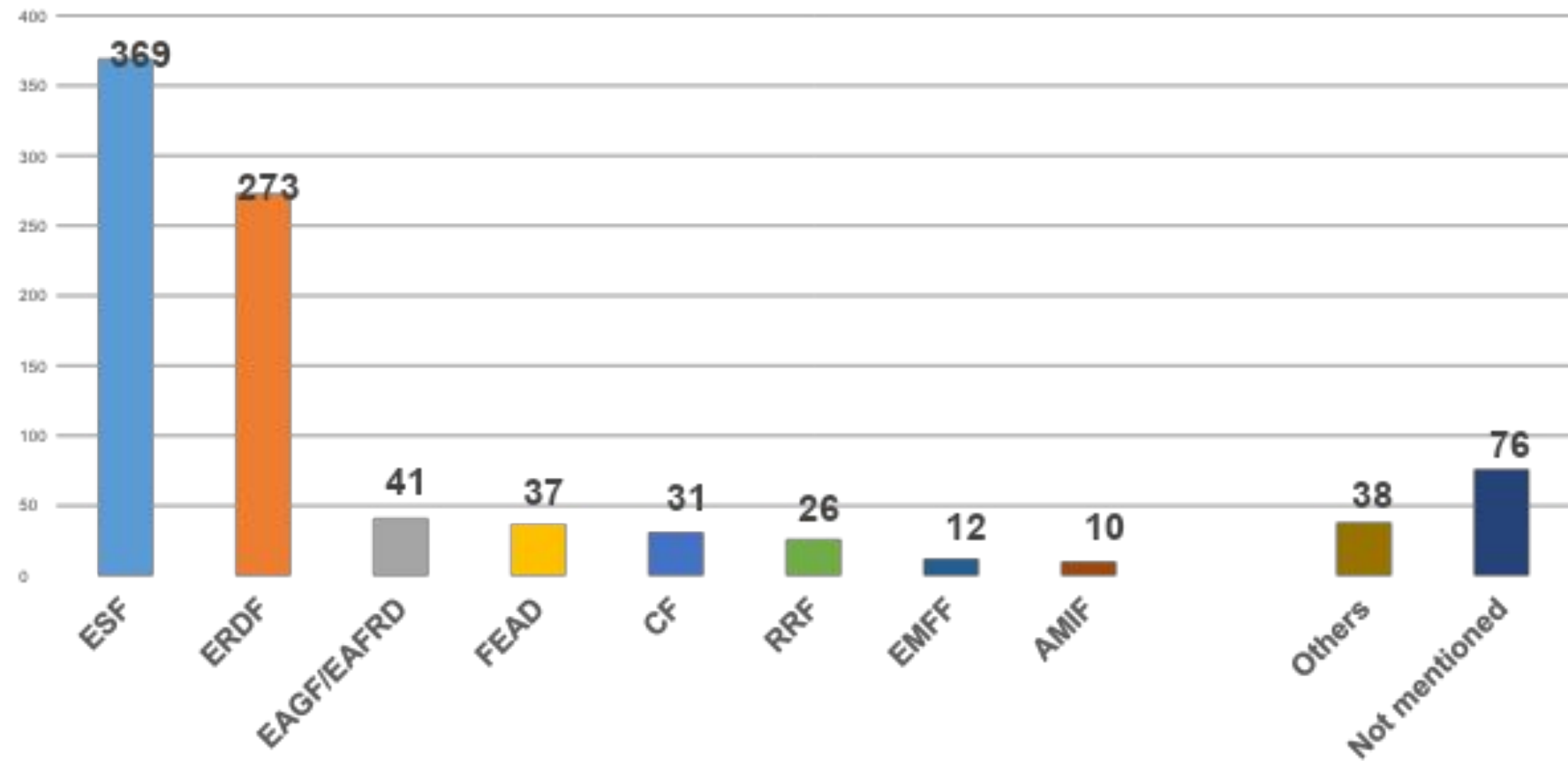
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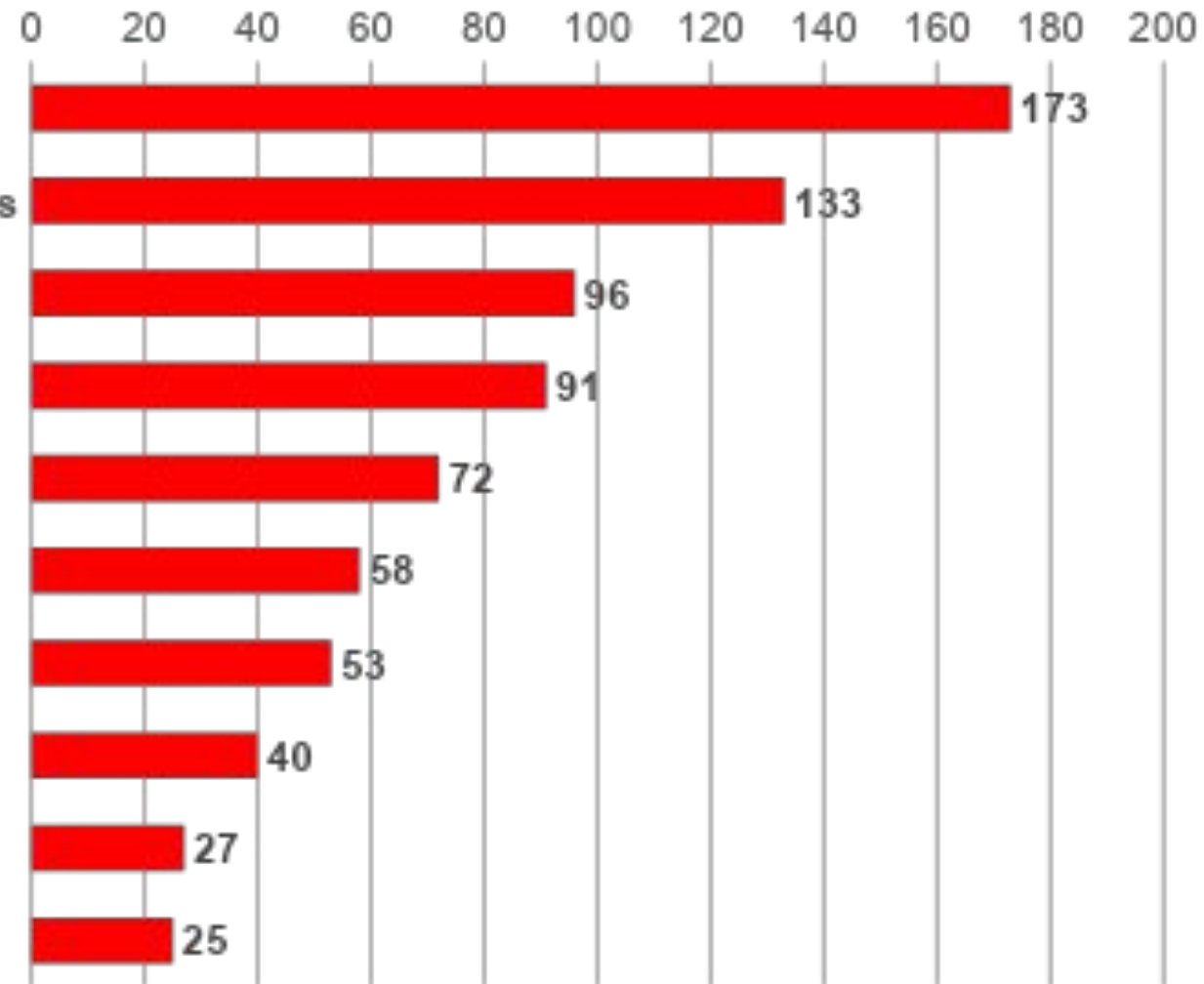


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THE 10 MOST COMMON COMPLAINT TOPICS



NATIONAL TRANSPARENCY AUTHORITY

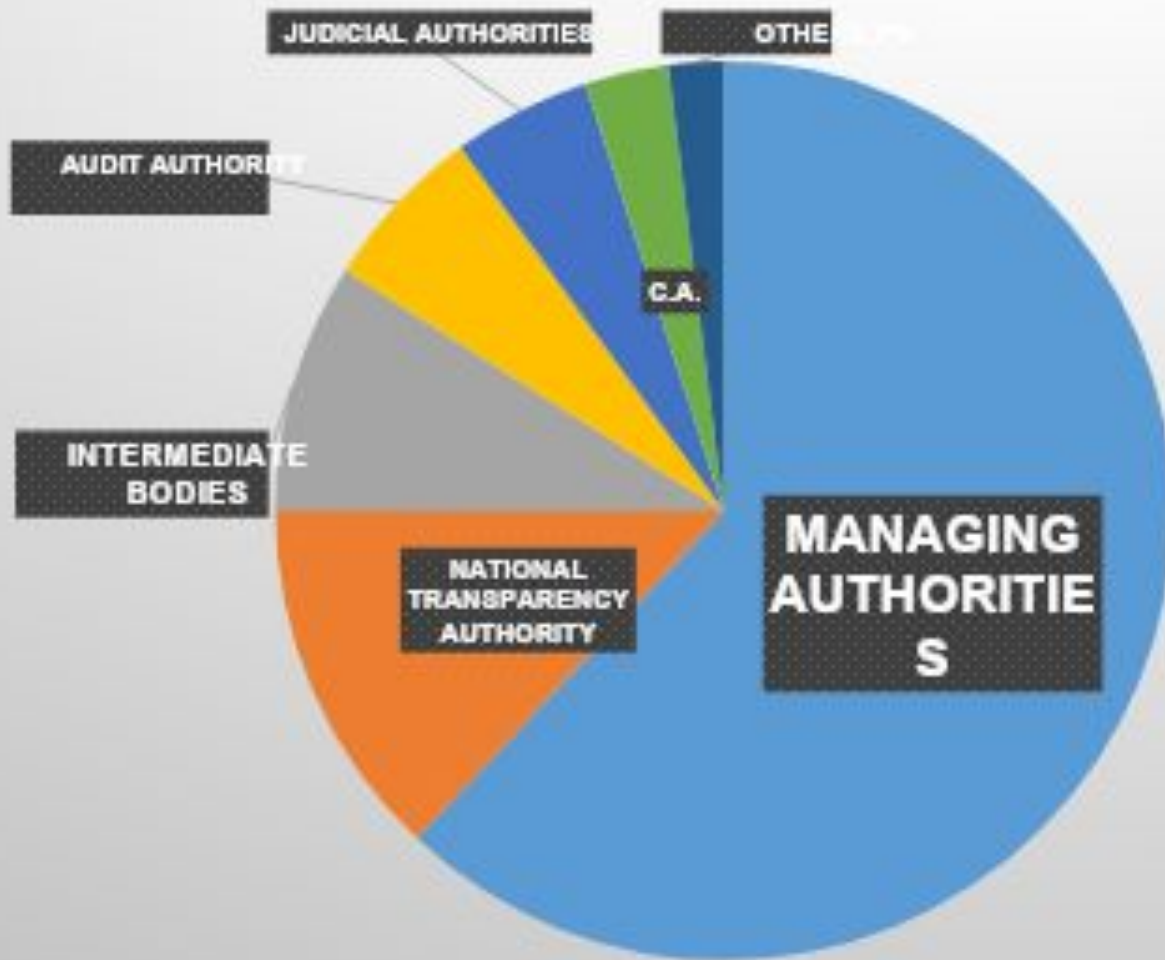


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WHO INVESTIGATED THE COMPLAINTS?



INVESTIGATING COMPLAINTS



- MANAGING AUTHORITIES
- NATIONAL TRANSPARENCY AUTHORITY
- INTERMEDIATE BODIES
- AUDIT AUTHORITY
- JUDICIAL AUTHORITIES
- CERTIFYING AUTHORITY
- OTHERS



NATIONAL TRANSPARENCY AUTHORITY

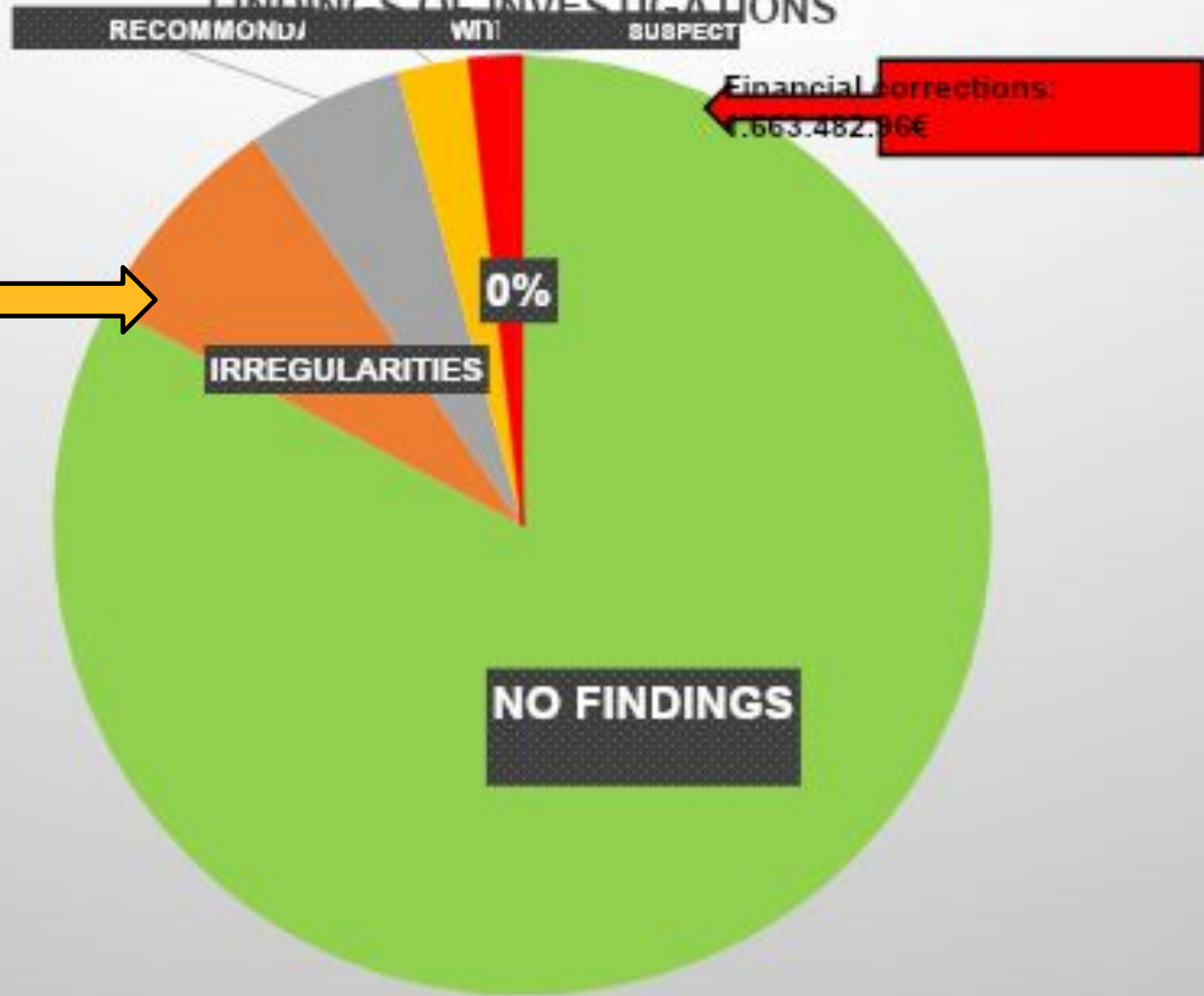


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FINDINGS OF INVESTIGATIONS



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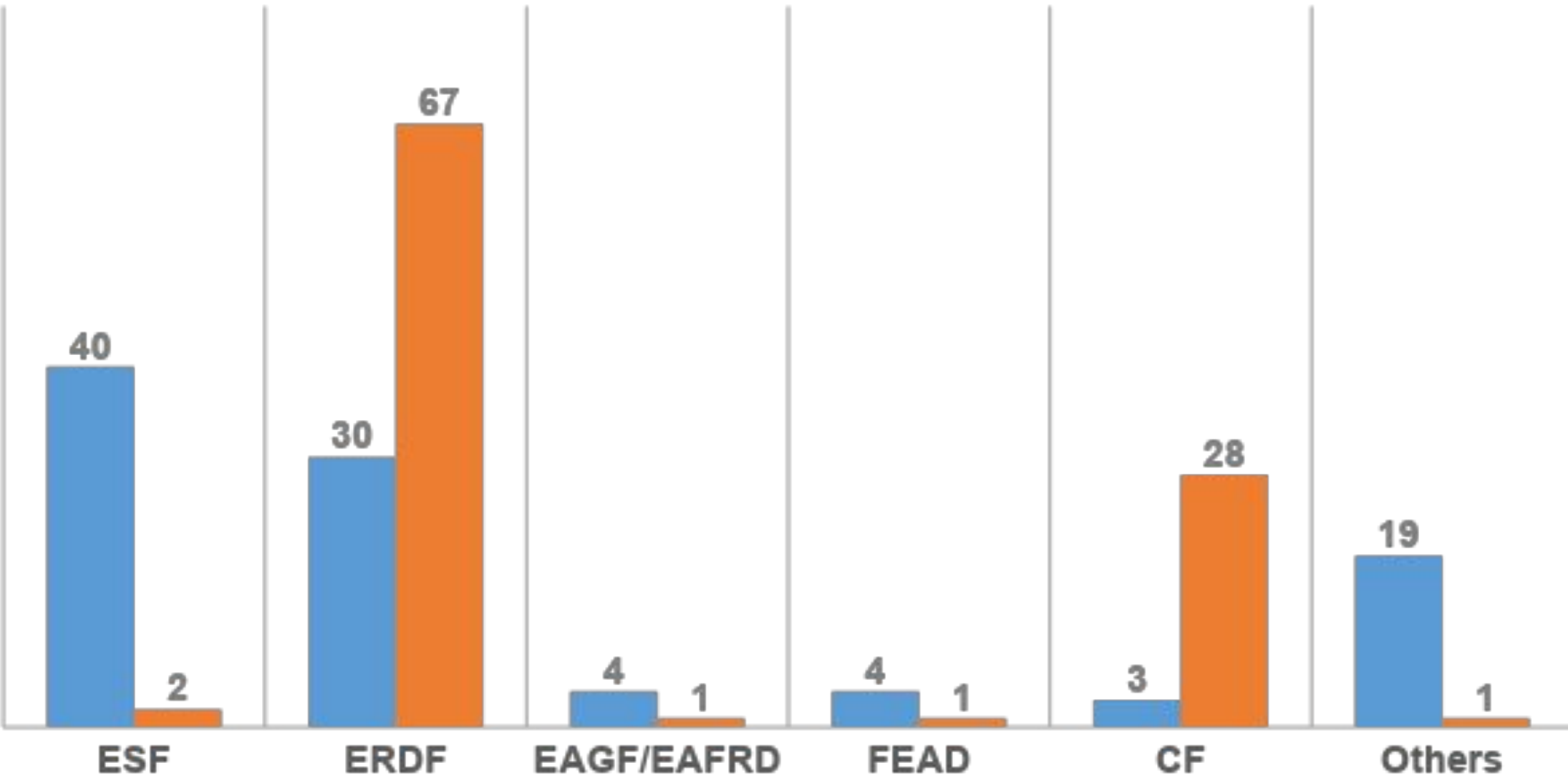


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SOCIAL/FINANCIAL IMPACT per FUND (%)



NATIONAL TRANSPARENCY AUTHORITY

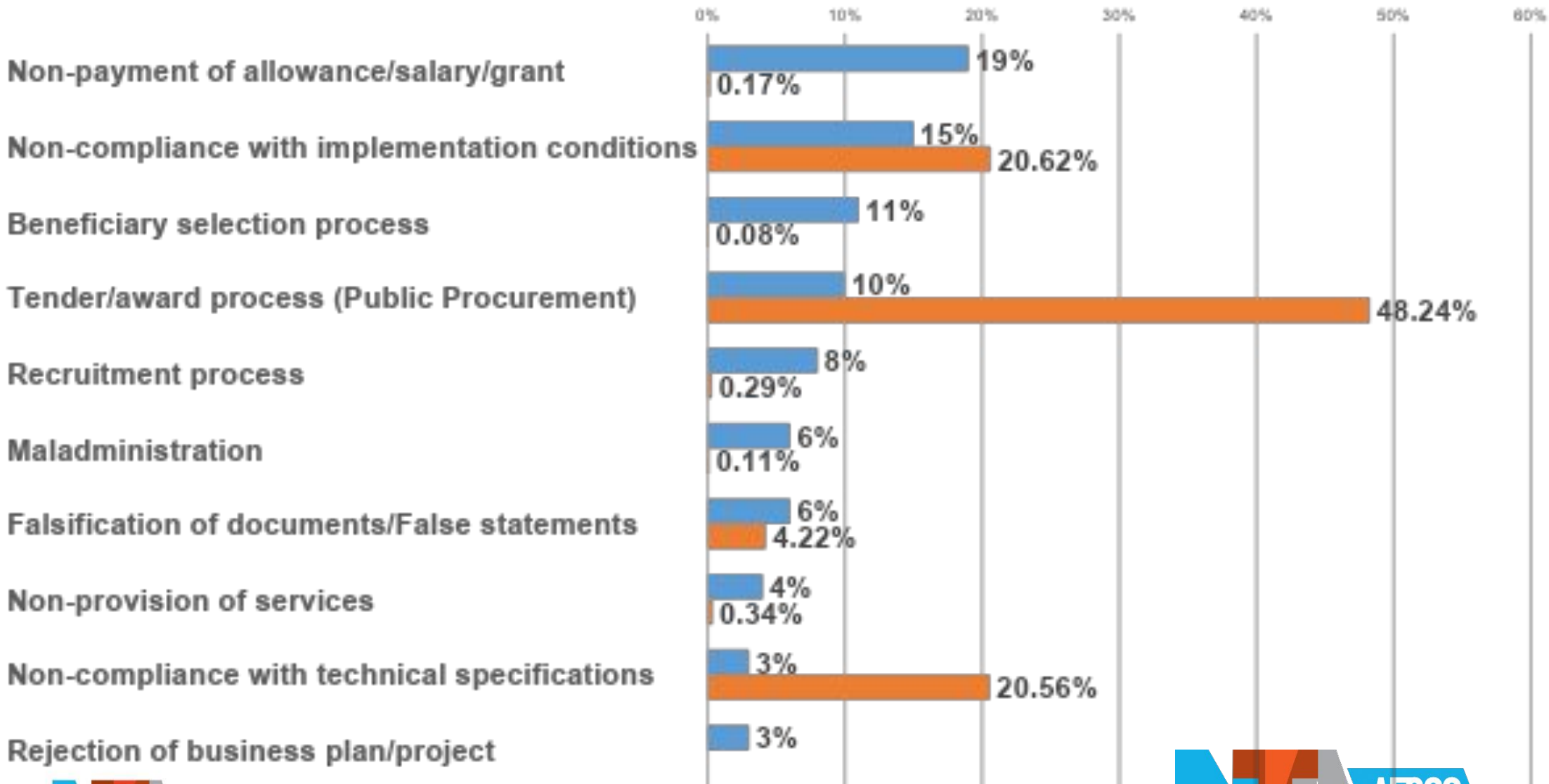


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THE 10 MOST COMMON COMPLAINT TOPICS (blue) / FINANCIAL IMPACT (orange)



NATIONAL TRANSPARENCY AUTHORITY



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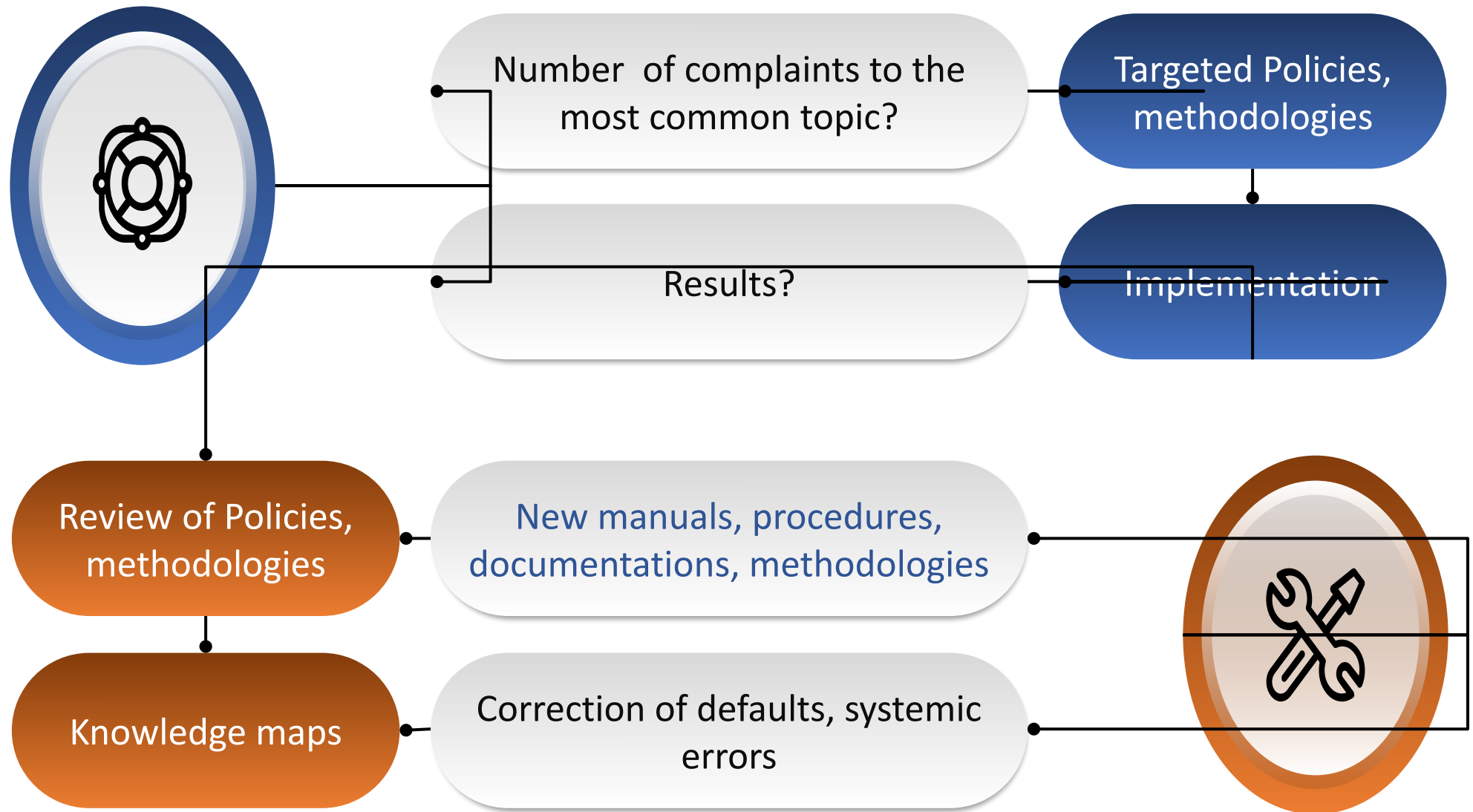


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ANTI-FRAUD COORDINATION SERVICE

Finding the turning points (1) – Transforming information into knowledge



Finding the turning points (2) – Transforming information into knowledge

Identifying
priority areas
for public
service
improvement

Priority
Areas



Transparency



Enhancing
transparency

Evaluating the
effectiveness
of complaint
resolution
processes

CMS
Processes



Accountability



Enhancing
accountability
in governance

Informing
policy
development
and legislative
reforms

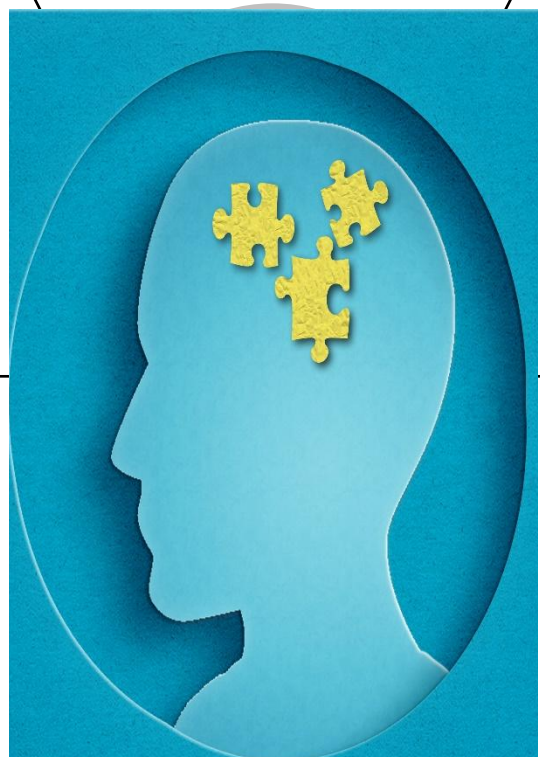
Legislative
reforms



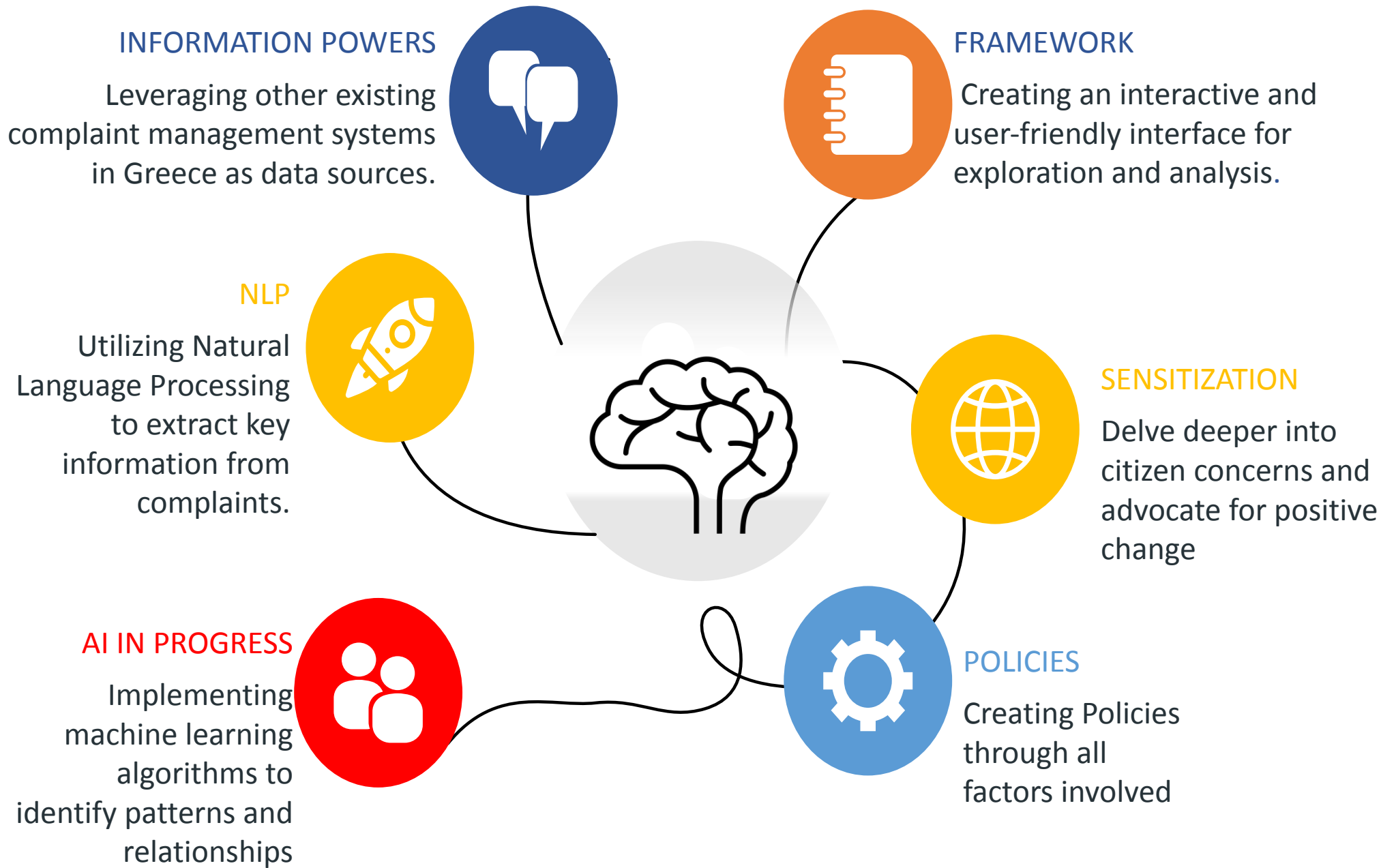
Impact



Social &
Financial
Impact need
different
approach



Finding the turning points (3) – Transforming information into knowledge Towards a Knowledge map



Thank you for your attention

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