

Preliminary *Ex-Post* Analysis of the e-Government Development Strategy 2015–2018 and Other Public Policy Documents Relevant to e-Government Development

The methodology used to draft this analysis was set in a document entitled ‘Methodology for a detailed Public Policy Impact Assessment to be Conducted in Preparation for the e-Government Development Programme 2020–2022’. This analysis has identified which objectives and measures of the e-Government Development Strategy 2015–2018 (hereinafter: the Strategy) and of the Action Plan for its implementation ought to be incorporated into the future e-Government Development Programme 2020–2022 (hereinafter: the Programme), and ways and possibilities to incorporate them. The analysis also highlights the need to continue with the implementation of measures and activities set in the Strategy, where relevant.

The second purpose of this analysis is to ensure consistent and aligned planning of e-Government public policies, focusing on public policy documents which, by defined goals, measures or activities, can influence the development of e-Government. This analysis, together with the analysis of the current state of the e-Government development, the analysis of regulations affecting the development of e-Government and the analysis of international competitiveness lists in the area of e-Government, forms the basis for preparing the Detailed Impact Assessment of the e-Government Development Strategy in the Republic of Serbia 2015–2018.

This analysis and its results are presented in the tables below. The tables give an overview of all the public policy documents which have been found to have affected the e-Government development in the Republic of Serbia in the previous period (2015–2018).

For each of these documents, the following information is presented:

- 1) the title of the public policy document (strategies, programmes, etc.);
- 2) the period of validity of that document;
- 3) the planning area(s) it covers, as per the appended draft regulation defining the area(s);
- 4) the competent ministry in charge of that public policy document;
- 5) the list of measures from that public policy document affecting the e-Government development.

For each of those measures, the following is entered:

- information whether the measures have been implemented, partially implemented or not implemented, solely on the basis of their key activities which affect the e-Government development;
- a proposal as to whether to incorporate the measure into the Programme, considering its significance for the e-Government development and the possibility for its implementation in accordance with this document;
- a brief explanation for each proposal.

| Document title | | | | | |
|---|----------------------------------|--|--|------------------------|--|
| 1. E-Government Development Strategy in the Republic of Serbia 2015–2018 (<i>The Official Gazette of the Republic of Serbia</i> , No. 107/15) | | | | | |
| Area of planning: | | Competent institution | | Validity period | |
| Public Administration | | Ministry of Public Administration and Local Self-Government (MPALSG) | | 2015–2018 | |
| Action Plan for implementation | | | | | |
| - Action Plan for the implementation of activities 2015–2016; and - draft Action Plan for the implementation of the e-Government Development Strategy in the Republic of Serbia 2017–2018. | | | | | |
| A large part of AP 2015–2016 activities can be reformulated into measures. | | | | | |
| Are the measures relating to the e-Government development defined in accordance with the Law on the Planning System of the Republic of Serbia? | | | | | |
| <input checked="" type="checkbox"/> YES – and, therefore, have been entered in the table | | | | | |
| <input type="checkbox"/> NO – and, therefore, have been redefined in accordance with the activities focused on the e-Government development | | | | | |
| Measures | | Status of implementation | | Source of data | To be incorporated? |
| 1. | Establishing a system of records | Partially implemented | | AP 2015–2016 MPALSG | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |

| Explanation: | | | |
|--|---|-----------------------|--|
| 2. | <p>Activities:</p> <ol style="list-style-type: none"> Setting up key registers: <ul style="list-style-type: none"> Citizens register Spatial data register Address register Register of state administration authorities Register of employees with state administration authorities Register of public funds beneficiaries Register of employees, appointed, designated and hired persons in public sector Register of all ICT resources of the state administration authorities Improvement of current registers: <ul style="list-style-type: none"> Real estate cadastre register Company register and other status-related registers at the Business Registers Agency Metaregister of the government service bus and web service other relevant registers, such as health-care registers, establishing of a national register of reliable service providers, spatial and urban plans a catalogue of web services on the service bus improvement of the portal of courts with an overview of data on the progress of cases including data from misdemeanour and appellate courts as well as the Supreme Court of Cassation and the Administrative Court setting up an electronic register of teachers in primary and secondary schools, higher education institutions, an electronic register of researchers and an electronic register of pupils and students in the sector of education and science setting up a central database on foreigners. <p>The metaregister first appeared in the 2017–2018 Draft Action Plan; some activities of creating essential records have been initiated or implemented and some have been reformulated in the draft (e.g. the Citizens Register has been modified into a Population Register); most of them should be transferred into the Programme as a single measure – setting up a system of records with various activities.</p> | | |
| | Setting up an institutional framework and completing a legal framework to ensure coordinated control of the e-Government development | Partially implemented | AP 2015–2016 MPALSG <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | |
| <p>Activities:</p> <ol style="list-style-type: none"> Rulebook of using the e-Government ICT infrastructure | | | |

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|---|---|-----------------------|------------------------|--|
| | <p>2. Completing of the e-Government legal framework, by competent ministries (MPALSG, MTTT, MCI, MoJ, MoI, etc.)</p> <p>3. The missing legislation for certain records as well as by-laws for the adopted acts on e-government, e-document, etc.</p> <p>The by-law regulation for the adopted systemic laws has not been adopted wholly yet; a set of by-laws relating to the e-document law has been partially adopted.</p> | | | |
| 3. | Establishing of interoperability among information systems of state administration authorities, autonomous province authorities and local self-government units (LSGUs) | Partially implemented | AP 2015–2016 MPALSG | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> Connecting of state administration authorities, autonomous province authorities and LSGUs on a service bus (partially implemented) Consolidation of the state communication network (continuous activity) Improvement of the ICT structure of judicial authorities Collaboration services of state authorities | | | | |
| 4. | Establishing of new electronic services on the e-Government portal | Partially implemented | AP 2015–2016 MPALSG | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> Electronic services related to the issuance of cadastral documents by the Republic Geodetic Authority (RGA) Services related to the inspection of the property tax-related liabilities Implementation of hospital information systems at hospitals Improvement of electronic services – online residence-related applications on the e-Government portal To establish electronic services related to the issuance of identification documents Implementation of electronic services related to the process of instructing driver candidates Connecting of the doctoral thesis repository on the e-Government portal One million of e-Literate citizens for using electronic services on the e-Government portal – training the citizens to use the national e-Government portal Improvement of a service bus on all communication levels G2G, G2B, G2C Analysis of business processes of the national inspection services Establishment of video material repository for education of state administration officers, generating and processing of applications on the e-Government Portal | | | | |

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|--|---|-----------------------|------------------------|--|
| | <p>12. Improvement of IT structure: Action Plan for the implementation of the Government's programme, PIRV, the existing system of programme budgeting and budget execution, as well as the IS-DACON and NPAA systems</p> <p>13. Development and implementation of e-business systems</p> <p>14. Establishing of the central electronic system for data collecting from citizens on the quality of public administration services provided</p> <p>15. Case analysis of the impact of introducing the Queue Management System (QMS) and recommendations for prioritisation of new electronic services for state administration authorities</p> <p>16. Introduction of a system of card payments for e-services on the national portal</p> <p>17. To improve and standardise a technical solution for a verified e-certificate so it could be applicable in all the operating systems</p> <p>18. To standardise a technical solution for public administration platforms to accept any verified e-certificate in the provision of public services.</p> <p>The portal as a central access point of e-Government services should be able to support the preferred quality and scope of services; improvements should be systemic (upgraded authentication, payment option, etc.) and on the level of introducing new services; all the activities related to the portal can be within the same measure, while distinguishing the activities of setting up infrastructure and environment from the activities of setting up single services.</p> | | | |
| 5. | Establishing of open administration | Partially implemented | AP 2015–2016 MPALSG | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation | | | | |
| <p>Activities:</p> <ol style="list-style-type: none"> 1. Access to Open Data Charter 2. To define legally the right to a reuse of data, an obligation to publish data in open formats and edit the Open Data Portal. 3. Improvement of the Open Data Portal design and functionality – establishment of access to records incurred during the operations of public administration authorities through API and other models and the entering of statistical data (indicators, codebooks, classifications, geospatial data, etc.). 4. Organising thematic hackathons to promote the Open Data concept, the training of employees to generate electronic services on the national e-Government portal and to process applications on the e-Government portal <p>The Open Data Portal exists but its contents are not at a satisfactory level; continuous involvement of all public authorities is required for setting up, regular update of data and for the development of some applications that would enable the reuse of the same dataset.</p> | | | | |
| 6. | Training of state administration employees in ICT | Partially implemented | AP 2015–2016 MPALSG | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: | | | | |

1. The training of employees in generation of electronic services on the national e-Government portal and in application processing on the e-Government portal
2. E-Learning platform for employees in state administration, autonomous province authorities and LSGUs
3. Improving of project management skills
4. Introduction of a unified system of smart card identification with verified electronic certificates for state officers (Pilot)
5. Cost-benefit analysis of a broad use of Cloud platform in the state administration system

The training of employees is a continuous activity. The activities under 4 and 5 should be a part of improving the general e-Government platform.

2. Public Administration Reform Strategy in the Republic of Serbia (*The Official Gazette of the Republic of Serbia*, Nos. 9/14, 42/14, 54/18)

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|---|---|--------------------------|------------------------|---|
| Area of planning: | | Competent institution | Validity period | |
| Public Administration | | MPALSG | 2015– | |
| Action plan for implementation | | | | |
| - Action Plan for the Implementation of the Public Administration Reform Strategy in the Republic of Serbia 2015–2017; and | | | | |
| - Action Plan for the Implementation of the Public Administration Reform Strategy in the Republic of Serbia 2018–2020. | | | | |
| Are the measures relating to the development of e-Government defined in accordance with the Law on the Planning System of the Republic of Serbia? | | | | |
| <input type="checkbox"/> YES – and therefore have been entered in the table | | | | |
| <input type="checkbox"/> NO – and therefore have been redefined in accordance with activities focused on the e-Government development | | | | |
| Measures | | Status of implementation | Source of data | To be incorporated? |
| 1. | Establishment of a mechanism for electronic data exchange from official records among authorities | implemented | AP 2015–2017 MPALSG | <input type="checkbox"/> YES |
| | <input checked="" type="checkbox"/> NO | | | |
| | Explanation: | | | |
| Activities: Establishment of a service bus of authorities and web service | | | | |
| The measure has been implemented and it is not necessary to undertake additional activities | | | | |
| 2. | Organisational and functional restructuring of the public administration by implementing measures based in facts by 2020 to optimise public administration with respect to work | Q4 2018 | AP 2018–2020 MPALSG | <input checked="" type="checkbox"/> YES |
| <input type="checkbox"/> NO | | | | |

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| | processes, organisational structures, number and purposefulness of institutions and number of employees | | | |
| Explanation: | | | | |
| Activities: | | | | |
| <ol style="list-style-type: none"> Establishment of the register of the holders of public authority <ul style="list-style-type: none"> Establishment of a unified records of public administration authorities, types of authority and clear relations of vertical responsibility among the authorities, a list of public registers and competent authorities for the establishment and management of particular registers | | | | |
| 3. | Establishment of a Metaregister | partially implemented | AP 2018–2020 MPALSG | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities defined in this Strategy: | | | | |
| <ol style="list-style-type: none"> Adoption of the Draft Law on the Metaregister (to regulate what the register is, what of the registers are public and who is responsible for setting up and managing particular registers) and by-laws <p>The measure has not been implemented yet, and, in addition to the above regulatory activity, the activities related to the establishment and implementation of the Metaregister in the Programme should also be defined.</p> | | | | |
| 4. | Setting up electronic registers and records | Not implemented | AP 2018–2020 MPALSG | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: | | | | |
| <ol style="list-style-type: none"> Launching an application for keeping records of the Serbian citizens within the Central System for e-processing and storage of data, and then the transfer of data on citizenship in electronic form to the application from: <ul style="list-style-type: none"> Vital Records of Yugoslav citizens kept by the Ministry of Interior (MoI) The book of citizens kept by the LSGUs Vital Records, kept by MPALSG Setting up law proposals and adoption of by-laws to regulate the establishing and keeping of the Central Register of Citizens Establishment of the Central Register of Citizens (development of a software solution and data migration); connecting through the government bus service Improvement of the register of residential communities Improvement of the register of spatial units and address register and the establishment of interoperability with other registers (determining the Draft Law on Spatial Units and Address Register and the connecting of the Residential Register and Business Register to the Spatial Units and Address Register) | | | | |

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| | In other planning documents the registers and records are also mentioned, and all of them should be collected under this single measure. The Strategy provides for the forming of the Central Register of Citizens, in the meantime the Law on Central Register of Citizens has been adopted. | | | |
| 5. | Establishment of a national infrastructure of geospatial data (NIGD) | Implementation in progress (Q2 2020 is the deadline) | AP 2018–2020 RGA | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> Adoption of all by-laws in accordance with the Law on NIGD and Development of the national geoportal in accordance with the INSPIRE directive | | | | |
| 6. | Improvement of local self-government capacity to introduce e-Government | Implementation in progress (Q4 2020 is the deadline) | AP 2018–2020 MPALSG | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> Conducting an assessment of the state of e-Government at the local level (on the sample of at least 30 LSGUs); Supporting the improvement of local capacities for its implementation: <ul style="list-style-type: none"> Grants for up to 40 LSGUs for the development and implementation of procedures and processes relevant to the introduction of e-Government; and Training and mentoring support to at least 30 LSGUs for the provision of e-Government services. | | | | |
| 7. | Establishing the Human Resource Managing (HRM) function in public administration and improving the HRM function in state administration and local self-government through the introduction of new instruments and capacity-building for HRM | Q4 2020 | AP 2018–2020 | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> Conducting an analysis of the existing Central Personnel Records IT system, preparing recommendations and the development of technical specifications for replacing the existing IT systems with a new software solution and establishing and developing human resources management (HRM) software that supports and automatises operations in such a way as to integrate and cover the entire HRM area of operations. <p>It is necessary to consider whether to download this measure into the Programme; although these are the software solutions, this measure is not of direct impact on the e-Government development notwithstanding its importance for the improvement of state administration in general</p> | | | | |

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| 8. | Improvement of the budget planning and preparing processes | Q4 2018 | AP 2018–2020 | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: 1. Development of a module for reporting on programme performance within the IT budget preparation system; The activity under this measure is specific and it is not systemic to include the measure in the e-Government Development Programme | | | | |
| 9. | Improvement of the system of financial management and control of the use of public resources and internal audit | | AP 2018–2020 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: 1. Upgrading of the existing software for internal financial control in public sector that will allow users to access and deliver annual reports to the Central Unit for electronic harmonisation 2. Organising two workshops for work in software for public sector internal control, that allow the beneficiaries of public resources to submit annual reports to the Ministry of Finance electronically | | | | |
| 10. | Improving administrative procedures and ensuring the acting of state administration authorities and public administration authorities and organisations in making decisions on the rights, obligations and legal interests of citizens and other entities in accordance with good administration principles | | AP 2018–2020 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: 1. Preparing and adopting the Regulation on a unified place of administration (Article 42 of the Law on Administrative Procedure (LAP)) 2. Implementing of an electronic platform for data storing to enable the application of a rulebook on the manner of keeping the records of executing and securing procedures and the rulebook on supervising the work of public bailiffs for the purpose of conducting office / indirect supervision by the Ministry of Justice and the Chamber of Public Bailiffs of the work of public bailiffs. | | | | |
| 11. | The reform of the inspection supervision and ensuring better protection of public interest, with reduction of administrative costs of inspection supervision and the increase in legal certainty of the subjects of inspection supervision | Partially implemented | AP 2018–2020 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: | | | | |

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|--|---|-----------------------|--------------|--|
| | <ol style="list-style-type: none"> Alignment of 78 special laws with the Law on Inspection Supervision Development of a common information platform for all inspections at the republic level where modules will be further developed – e-inspector software created Implementation of a pilot project for 5 inspections – the first module (tax or sanitary or tourist inspection, market inspection, labour inspection, administrative inspection, veterinary border inspection) Module implementation for the remaining 33 inspections <p>Four inspections will start operating as pilot inspections as of 1 January 2019 (sanitary, market, labour and administrative inspectorates).</p> | | | |
| 1 2. | Introduction and promotion of mechanisms to ensure the quality of public services | Partially implemented | AP 2018–2020 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> Development of a feasibility study on the use of a blockchain technology in public administration of the Republic of Serbia and the implementation of a pilot project, in accordance with the recommendations of the Study Establishment and full operability of the Serbian–Korean Information Access Centre (SKIP), which enables all state authorities, civil society and citizens to improve their IT skills through various seminars and training courses and to deliver e-services. | | | | |
| 1 3. | Improvement of requirements for participation of public stakeholders in operations of public administration while increasing the availability of information on the work of public administration and public finances. | | AP 2018–2020 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> Improvement of proactive transparency: <ul style="list-style-type: none"> Development of a manual for the use of application (a unified information system for accessing, processing and presenting the Work Progress Report) Conducting up to 15 training courses for authorised persons at state authorities and LSGUs Adoption of new Directions for developing and publishing the Work Progress Report, promoting the application in public, civil sector, business sector and media Upgrading the initiative for data opening in the Republic of Serbia: <ul style="list-style-type: none"> Adopting of a legal framework for open data and reuse of information in accordance with the European Directive on reuse of public sector information Accessing the Open Data Charter Organising the activities with aim to promote the open data concept | | | | |

- Support to the development of open data-based applications
3. Development and adoption of the Regulation on website content and publishing of state administration e-services, following the adoption of the Law on e-Government

Document title

3. Personal Data Protection Strategy (*The Official Gazette of the Republic of Serbia, No. 58/10*)

| Area of planning: | Competent institution | Validity period |
|-------------------|--|-----------------|
| | Commissioner for information of public importance and personal data protection | 2010– |

Action plan for implementation

- Action Plan for implementation of the Personal Data Protection Strategy has never been adopted

| | Measures | Status of implementation | Source of data | To be incorporated? |
|----|--|--------------------------|----------------|--|
| 1. | That the Government, as soon as possible, adopt a by-law on the method of archiving and measures of protecting particularly sensitive data, in accordance with Article 16 paragraph 5 of the Law on Personal Data Protection as a prerequisite for compliance of the existing data collections with the Law | | | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| | Explanation: This measure should be reformulated as an activity related to electronic archiving; the issue of archiving and especially electronic archiving of sensitive data is an important area in the establishment of e-Government | | | |
| 2. | Customisation of information technologies in order to process personal data legally | | | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| | Explanation: Activities: <ol style="list-style-type: none"> 1. Ensure the implementation of measures for data protection and computer systems integrity in both physical and security terms, as well as the prescribed technical standards in keeping electronic databases <ul style="list-style-type: none"> • to determine mandatory standards and norms to be applied by IT officers and/or computer technicians; • to standardise electronic inspection of a dataset, applying the principle of monitoring data use using information technologies (IT); • to regulate the connecting of personal datasets within the public sector, which require high IT standards and to determine when the connecting as such could be implemented at all. | | | |

- In order to ensure the rights of persons to access personal data, provide informatisation of datasets and create a logbook – a book of inspections.
2. Introducing public with the system of personal data protection
- to ensure the exercise of the right to inspection of a personal dataset catalogue for stakeholders, in accordance with the Law;
 - to ensure the obtaining of information on data processing, on the existence of particular personal data in a particular book, on the method of their processing, purpose of use and on whether the data are to be published;
 - to ensure the exercise of rights of a stakeholder to receive a copy of its own data from the established data collection, in accordance with the Law;
 - to ensure information on sources from which such data have been provided for the purpose of forming datasets and the very method of data processing.

The measure and supporting activities should be reformulated along with the measure of establishing electronic records in the Programme being adopted; electronic records should be aligned with the settings for personal data protection, including GDPR, with these activities being implemented when forming any of the records.

4. Republic of Serbia Information Society Development Strategy until 2020 (*The Official Gazette of the Republic of Serbia, No. 51/10*)

| Area of planning: | | Competent institution | Validity period | |
|---|---|---|-----------------|---|
| | | Ministry of Trade, Tourism and Telecommunication (MTTT) | 2010–2020 | |
| Action Plan for implementation | | | | |
| The AP was adopted in February 2018 2018–2019; a part of the activities overlaps with the activities arising from the E-Government Development Strategy which is expected to be incorporated into the Programme | | | | |
| Measures | | Status of implementation | Source of data | To be incorporated? |
| 1. | Electronic identity in public sector services | | | <input checked="" type="checkbox"/> YES |
| | | | | <input type="checkbox"/> NO |
| | Explanation: | | | |
| Activities: | | | | |
| 1. By-laws for the implementation of the Law on E-Government | | | | |
| 2. Setting up a call centre for the provision of technical support to citizens related to the use of electronic signature certificates on ID cards | | | | |

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|--|--|------------------------|--|
| | The activities should be included in the Programme, while separating them into corresponding measures within the Programme (one should fall among regulatory measure of completing the e-Government legal framework and the other one among information and education measures that should comprise various activities). | | |
| 2. | ICT implementation by administration authorities and holders of public authority | Partially implemented | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | |
| Activities: 1. Development of e-Government software infrastructure – functionality, services and service bus of the e-Government portal 2. Implementation of electronic registers of authorities and metaregisters 3. Establishment of CERT government authorities– establishment of operations and development of software for reporting and responding to incidents The activities should be included in the Programme, whereby they should be separated into corresponding measures within the Programme (activities belong to the institutional establishment of infrastructure and the establishment of a Metaregister, i.e. records); Partially implemented, before all, in the domain of infrastructure. | | | |
| 3. | Implementation of ICT in judiciary | | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| Explanation: | | | |
| Activities: 1. Development of centralised registers, records and codebooks 2. Establishment of a system for electronic data exchange in judiciary and between judiciary and other state authorities The activities can be included in the Programme, but they should be separated into corresponding measures within the Programme (activities belong to the institutional establishment of infrastructure and records); fundamentally, the activities represent regulations within a single area – the judicial system and inclusion in the e-Government environment through the use and provision of electronic services and can be viewed in this way too, in particular for the fact that the special National Judicial Reform Strategy has been adopted for the period 2013–2018; within this measure, there are the activities of implementing particular software solutions for specific areas without information as to whether and to what extent they rely on e-Government infrastructure and as such do not qualify for the Programme. | | | |
| 5. Information Security Development Strategy in the Republic of Serbia 2017–2020 | | | |
| Area of planning: | | Competent institution: | Validity period: |

| | | Ministry of Trade, Tourism and Telecommunication | 2017–2020 | |
|--|---|--|--------------------------------------|--|
| Action Plan for implementation | | | | |
| AP 2018–2019 adopted in August 2018. | | | | |
| Measures | | Status of implementation | Source of data | To be incorporated? |
| 1. | Exchange of information, current risks monitoring and raising awareness | | AP 2018–2019 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| <p>Activities:</p> <ol style="list-style-type: none"> Setting up an application for exchange of information, as well as the cooperation in the event of incidents that significantly threaten information security between the Competent Authority, the National CERT, the CERT of republic authorities, special CERTs in the Republic of Serbia and other state and private entities <p>The activity is intended to take place in the 3rd quarter of 2018 and, therefore, the status of this activity should be verified prior to its incorporation into the Programme;</p> | | | | |
| 6. Strategy for Support to the Development of SMEs, Entrepreneurship and Competitiveness 2015–2020 | | | | |
| Area of planning: | | Competent institution: | Validity period: | |
| | | Ministry of Economy (MoE) | 2015–2020 | |
| Action Plan for implementation | | | | |
| There is an adopted AP for 2015 with a projection for 2016. | | | | |
| Measures | | Status of implementation | Source of data | To be incorporated? |
| 1. | Continued work on strengthening the e-Government system | Partially implemented | AP for 2015 with projection for 2016 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |

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|--|--|--------------------------|--|--|
| | <p>Activities:</p> <ol style="list-style-type: none"> 1. Establishing of unified, comprehensive and updated electronic database of administrative proceedings 2. Enabling the issuance of various types of e-certificates including the e-signature or currently at the desk of the authority 3. To enable electronic registration of financial leasing agreements and lien agreements (Financial Leasing Register and Lien Register) 4. Electronic tax return for corporate income, tax on income from individual activity on which the tax is paid as a lump sum and the tax on income from individual activities of entrepreneurs who keep business books, tax on transfer of absolute rights, as well as organising of external and internal training courses in electronic services for the submission of tax returns in electronic form. 5. Establishment of a unified information system for E-inspector inspections <p>The activities were projected for 2015–2016 but those which were executed are not stated; the stated activities were mostly comprised in strategies and/or action plans adopted after 2016.</p> <p>The activity of electronic registration at the Business Registers Agency (BRA) was established but not for the stated registers</p> | | | |
| 2. | Establishment of a one-desk system for the provision of as many services as possible | | AP for 2015 with the projection for 2016 | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| Explanation: | | | | |
| <p>Activities:</p> <ol style="list-style-type: none"> 1. Complete establishment of the electronic registration system for all taxes <p>The activities were projected for 2015–2016 and those which have been executed are not stated (building permits, registration/deregistration of compulsory social security); the stated activities were mostly comprised in strategies and/or action plans adopted after 2016.</p> | | | | |
| 7. National Youth Strategy 2015–2025 (<i>The Official Gazette of the Republic of Serbia, No. 22/15</i>) | | | | |
| Area of planning: | | Competent institution: | | Validity period: |
| | | Ministry of Economy | | 2015–2025 |
| Action Plan for implementation | | | | |
| There is an adopted AP 2018–2020. | | | | |
| | Measures | Status of implementation | Source of data | To be incorporated? |
| 1. | To perform digitalisation of the monitoring system in health care, education, social security and employment institutions | | AP 2018–2020 | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

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|---|--|---------------------------|-----------------------------------|--|
| | Explanation: | | | |
| | The measure was provided for in the strategy but it is not included in the recently adopted action plan; the measure is included in other planning documents by competent ministries. | | | |
| 8. National Judicial Reform Strategy 2013–2018 (<i>The Official Gazette of the Republic of Serbia, No. 57/13</i>) | | | | |
| Area of planning: | | Competent institution | Validity period | |
| | | Ministry of Justice (MoJ) | 2013–2018 | |
| Action Plan for implementation | | | | |
| There is an adopted AP 2013–2018 and a revised AP 2016. | | | | |
| Measures | | Status of implementation | Source of data | To be incorporated? |
| 1. | To enable a broad and easy access to contact details of non-judiciary personnel (e.g. witness experts, court interpreters and translators, public enforcement agents, public notaries, mediators and state authorities, organisations and legal entities who have been issued a certificate to conduct training in | Partially implemented | Revised AP Ministry of Justice | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

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| mediation) once the corresponding registers and records are developed | | | | |
| Explanation: | | | | |
| Activities: 1. All professions are fully established and they started to operate, 2. Registers have been developed, 3. Information in registers and other publicly available records, activities and operations are available to public – websites are updated regularly and court information desks also have all the necessary information for the public. The activities are divided by sectors, related to a field of judiciary and largely implemented as far as the existence of records and their availability on the website of the Ministry of Justice are concerned. | | | | |
| 9. Strategy of Regulatory Reform and Improvement of Public Policy Management System 2016–2020 (The Official Gazette of the Republic of Serbia, No. 8/2016) | | | | |
| Area of planning: | | Competent institution | Validity period | |
| | | Republic Secretariat for Public Policies (PPS) | 2016–2020 | |
| Action Plan for implementation | | | | |
| AP 2016–2017 | | | | |
| | Measures | Status of implementation | Source of data | To be incorporated? |
| 1. | Setting up an administrative cost calculator | Not implemented | AP 2016–2017 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: 1. Development of software for an administrative cost calculator | | | | |
| 2. | Education regarding the use of the administrative cost calculator and the reduction of both corporate and retail administrative cost | Not implemented | AP 2016–2017 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: 1. Creating user manual for the implementation of the administrative cost calculator | | | | |

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| | <p>2. Conducting a training for ODU officers in use of the calculator</p> <p>3. Holding a promotional round table on the importance of measuring administrative costs</p> <p>The measures under 1 and 2 can merge into one as the development and implementation of software including all the stated activities as software development and implementation activities</p> | | | |
| 3. | Establishment of a unified public register of administrative procedures and other business requirements | Partially implemented | AP 2016–2017 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> 1. Conducting an analysis of administrative requirements for the purpose of identifying the type and number of administrative requirements – Codification of administrative procedures 2. Software development and hardware procurement for the e-portal of unified public register of administrative procedures <p>The analysis has been performed and a large number of administrative procedures has been described; development and implementation of a software solution for the register of procedures should be transferred into the Programme.</p> | | | | |
| 4. | Establishment of a legal framework to prescribe the forming of a comprehensive unified public register of administrative procedures and other business requirements | | | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> 1. Establishment of a legal framework prescribing the creation of a comprehensive and updated electronic database of administrative requirements in the form of a public register <p>Measures 3 and 4 can merge into one – the creation of a comprehensive and updated electronic records which include all the stated activities of establishing electronic records; these records, too, can be a part of the measure of setting up the records.</p> | | | | |
| 5. | Improvement of available databases used in the consultation process | | | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ol style="list-style-type: none"> 1. Ensuring availability of research results conducted within the programme of public interest regulated by the Law on Scientific and Research Activity, while creating public policies and regulations. | | | | |

10. Action Plan for Implementing the Republic of Serbia Open Administration Partnership 2016–2017 (*The Official Gazette of the Republic of Serbia, No. 93/2016*)

| Area of planning: | | Competent institution | Validity period | |
|---|--|--------------------------|-----------------|---|
| Public administration | | MPALSG | 2016–2017 | |
| Action Plan for implementation | | | | |
| AP 2016–2017 | | | | |
| measures | | Status of implementation | Source of data | To be incorporated? |
| 1. | Development of Open Data Portal | Implemented | AP 2016–2017 | <input type="checkbox"/> YES |
| | <input checked="" type="checkbox"/> NO | | | |
| | Explanation: | | | |
| Activities: | | | | |
| <div>1. To conduct the analysis of requirements and review positive experiences based on the existing Portals</div> <div>2. Development of technical requirements for software</div> <div>3. Development of software that will be in technological compliance with global good practice and which can be further improved with the active participation of the community of open data users</div> <div>4. Publish on the portal all the open data sets in existence by that moment, including the training courses for the purpose of as quality and comprehensive publication as possible. The portal will also include open data metaregisters.</div> <div>5. Promotion of the Portal and training courses and other categories of open data users.</div> | | | | |
| 2. | Development of a by-law based on Guidelines for the evaluation of websites | Not implemented | AP 2016–2017 | <input checked="" type="checkbox"/> YES |
| | <input type="checkbox"/> NO | | | |
| | Explanation: | | | |
| Activities: | | | | |
| <div>1. Change of Guidelines and Criteria for evaluation in the section dealing with the publishing of data of public importance in an open format</div> <div>2. Entry of data of public importance, using the platform for automated entry and generation of the work progress report, as well as the publishing of the content of the work progress report in several human-readable formats and in an open machine-readable format as well.</div> | | | | |

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| | <p>3. The definition of other aspects of websites, such as structure of a state authority website and the establishment of metaregisters defining the data kept in official records and open data metaregisters and the publishing of all the parts of web content related to information of public importance in an open format.</p> <p>Creation of guidelines for the development of websites, their content, the method of forming, etc. should not be part of the Programme.</p> | | | |
| 3. | Adoption of the Law on e-Document, e-Identification and Reliable Services in e-Business | implemented | AP 2016–2017 | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: Adoption of remaining by-laws is included in other documents as well | | | | |
| 4. | Establishment of a unified public register of administrative procedures and other business requirements | | | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: Included in the previously analysed documents | | | | |
| 11. Plan of Preferred Activities for Reduction of Administrative Charges in the Republic of Serbia 2016–2018 | | | | |
| Area of planning: | | Competent institution | Validity period | |
| | | | 2016–2018 | |
| Action Plan for implementation | | | | |
| The document titled “Stop to bureaucracy” has been adopted to facilitate a systemic approach to reducing administrative charges in favour of both citizens and companies | | | | |
| Measures | | Status of implementation | Source of data | To be incorporated? |
| 1. | Exchange of data from official records of authorities – implementation of the provisions of the new Law on General Administrative Procedure | Partially implemented | | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| Explanation: | | | | |

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| | Services for public administration authorities have been set on the e-Government portal via which the officers can access the datasets required for their work on administrative procedures through the e-Zup application; it is necessary to upgrade the set of available services | | | |
| 2. | Simplifying of administrative procedures – mechanisms for identification and elimination of administrative charges | Partially implemented | | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| The e-Paper project has been launched – the reduction of administrative charges with the aim to sign and digitalise all administrative procedures | | | | |
| 3. | Reduction of administrative charges for a selected set of administrative procedures | Partially implemented | | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Explanation: | | | | |
| Activities: <ul style="list-style-type: none"> Baby, welcome to the world E-welfare – unified system of welfare protection Value-added tax return for food and baby accessories customers Certification of health card/health insurance card Cancelling the obligation for the submission of the M4 form to the Pension and Disability Insurance Fund Delivery of personal documents by mail – driving license Cancelling compulsory technical examination of vehicles each year when registering a new vehicle Cancelling the return for set annual income tax (FEASIBILITY STUDY) Upgrading of Vital Records Unified citizens register Business launching or start-up, “Doing Business Index” – phase 2 Establishing a register of administrative procedures of importance to legal entities, being implemented by public administration and public companies Development of a model of administrative procedures at a local level of interest to both individuals and legal entities Development of standardised application templates for any business from the entrusted jurisdiction being implemented by local self-government units for which the prescribed ready application forms do not exist Notifying on the upcoming expiry of validity of personal documents Simplification of procedures in the event of theft or loss of a personal document Payment via e-Government portal using payment cards Simplifying verification of identity when using e-Service Simplified procedures for exercising the right to refund of salary or benefits during sick leave | | | | |

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| | <ul style="list-style-type: none">• Establishment of publicly available records of issuers and holders of licenses – permits and approvals for business /electronic record of licenses• Compulsory publishing of official explanations / professional opinions / interpretations of competent authorities regarding the application of regulations, and obligations to publish all the regulations used by the ministries in their work and procedures• Electronic application for the issuance of a personal document. |
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Certain procedures have been successfully implemented.