ACTION PLAN
FOR THE IMPLEMENTATION OF THE OPEN GOVERNMENT PARTNERSHIP INITIATIVE IN THE REPUBLIC OF SERBIA FOR 2023-2027

I. INTRODUCTION **3**
II. OPEN GOVERNMENT EFFORTS TO DATE **4**
III. THE ACTION PLAN DEVELOPMENT PROCESS **10**
IIIa. Fulfilment of OGP standards during the process of drafting the Action Plan 17
IV. COMMITMENTS **21**
Commitment 1. Electronic People's Initiative 21
Commitment 2. Towards better citizens' participation in the drafting of regulations and public policy documents 23
Commitment 3. Improving the transparency of monitoring submitted initiatives from citizens and businesses 27
Commitment 4. Achieving greater transparency in respect of spending of budget funds through the improvement of the competitive procedure for awarding funds to civil society organizations 31
Commitment 5. Proactive government - information "on click" 36
Commitment 6. Improving the transparency of the work of the Government of the Republic of Serbia 41
Commitment 7. Open government for a better quality of life for persons with disabilities 44
Commitment 8. Open "green" data for more accessible information about the state of the environment in the Republic of Serbia 51
Commitment 9. Establishment of a Unified Information System for monitoring project co-financing in the field of public information 56
Commitment 10. Public services tailored to citizens 59
11. Recommendation: Modernization and improvement of the accessibility of contents, information and data on the website of the National Assembly of the Republic of Serbia .. 65

I. INTRODUCTION

As a candidate country for membership in the European Union, the Republic of Serbia is making significant efforts to reform and modernize its public administration in accordance with the set standards. The participation in the Open Government Partnership (hereinafter: "OGP")[1] significantly contributes to these reform processes through the implementation of specific activities aimed at strengthening the participation of citizens in decision-making, improving transparency and raising the level of responsibility of public administration, with the use of innovations and technology, as the basic values of this initiative.

The development and implementation of national action plans represents the most important component of participation in the Partnership, given that commitment to the aforementioned basic values of the Initiative is expressed by their implementation. At the same time, these action Pplans represent a powerful instrument for improving the current situation in the areas covered by the key values of the OGP, because they consist of specific commitments, the implementation of which realizes the principles of open government. Finally, the Partnership is acknowledged worldwide as a platform for dialogue between the governments and civil society organizations (hereinafter: CSOs), the economy and citizens, through which challenges and needs are identified, and measures to overcome them are undertaken.

When it comes to the participation of the Republic of Serbia in the OGP, since joining this Initiative in 2012, a total of four two-year action plans have been adopted and implemented.[2] Considering the proposals and priorities expressed by CSOs and public administration bodies (hereinafter: PABs), as well as other reasons which were discussed within the multi-stakeholder forum,[3] the Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia for 2023-2027 (hereinafter: Action Plan) is adopted for a period of four years, with fact that, in accordance with the OGP rules, the process of its revision (amendment) shall be carried out in cooperation with all stakeholders by the end of 2025.

The Action Plan includes 10 commitments and one recommendation, which contain activities aimed at improving the value of OGP in various areas of public administration's work. Through its implementation, steps will be taken in the direction of **creating conditions for better and more efficient participation of citizens in decision-making**, including various mechanisms of citizen participation such as consultations, public debates and people's initiatives (Commitments 1 and 2), but also for active participation of beneficiaries in the creation and provision of services by the public administration (Commitment 10). A significant number of commitments relate to improving the **transparency of administrative**

[1] The Open Government Partnership is an international initiative whose purpose is to improve the basic values and principles of open government (such as public participation in decision-making, transparency and accountability of public authorities, with the use of innovations and technologies), through close cooperation between the administrative authorities and citizens, CSOs, the private sector and other public stakeholders. Founded in 2011 by eight countries, OGP today has 75 participating countries and 104 local communities from around the world, which, together with thousands of CSOs, are taking steps towards advancing the basic values of open government. OGP website, link: https://www.opengovpartnership.org/.

[2] The action plans which have been implemented so far are: Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia for 2014 and 2015 ("Official Gazette of the RS", No. 14/14), Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia for 2016 and 2017 ("Official Gazette of the RS", No. 93/16), Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia for 2018-2020. ("Official Gazette of the RS", No. 105/18), and the Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia for 2020-2022. ("Official Gazette of the RS", No. 157/20). The aforementioned action plans, as well as all self-assessment reports on their implementation, are available at the following links: https://www.opengovpartnership.org/members/serbia/ and https://ekonsultacije.gov.rs/ogpPage/1 (section: Implemented Action Plans).

[3] For more details, please see: Minutes from the 2nd meeting of the Special Interministerial Working Group for the drafting and monitoring of the implementation of the fifth Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia, link to the document: https://ekonsultacije.gov.rs/ogpPage/1 (section: Documents).

bodies, both in terms of publishing more information in a more systematic and easily accessible way for citizens (Commitments 3, 5 and 6), as well as in the domain of fiscal transparency (Commitments 4 and 9). It is particularly important to point out that the Action Plan also contains a recommendation to the National Assembly of the Republic of Serbia (hereinafter: the National Assembly), the implementation of which will improve the availability of information about the work of the National Assembly. Finally, in addition to the fact that Commitments 7 and 8 continue the trend of **improving the value of OGP in sectoral policies**, which had commenced in the previous cycle, the said commitments are particularly significant because they show that the administration bodies recognize, to an increasing extent, the importance and advantages of publishing data in machine-readable format, and especially their practical use. In other words, this Action Plan has made additional progress in the field of data opening, which is reflected in **the transition from the publication of data in an open format to their use and visualization in a way that will be of practical use to citizens**.

As in previous cycles, the process of developing the Action Plan was coordinated by the Ministry of Public Administration and Local Self-Government (hereinafter: MPALSG), as the PAB in charge of undertaking activities within the participation of the Republic of Serbia in the OGP.[4]

II. OPEN GOVERNMENT EFFORTS TO DATE

Through participation in the OGP so far and the implementation of four previous action plans, certain concrete results have been achieved, as well as progress in the application of the principles and values of open administration in the Republic of Serbia. Viewed from the perspective of the commitments contained in the previous action plans, the participation in the OGP had significantly contributed to the improvement of the legal framework in certain areas, such as public participation in decision-making, funding of CSOs from budget funds and free access to information of public importance, but had also represented a driving force for topics such as digitization of public services and open data. By positioning the digitization of public administration and opening the data among the priorities of the public administration reform, the Government of the Republic of Serbia placed particular emphasis on the use of modern technologies and innovations, as a special value of OGP; therefore, among other things, **the Open Data Portal**[5]**, the eConsultations Portal**[6] **and the Portal of the Registry of Administrative Procedures**[7] have been created through the implementation of commitments from previous action plans. In addition, through participation in this initiative, the cooperation with CSOs, which actively participate in the drafting and monitoring of national action plans, both as members of working groups (the so-called "multi-stakeholder forum") and through active participation in the consultation process, had been significantly improved. As an important, wider contribution, it should be pointed out that the processes of developing the initial action plans, in 2013 and 2015, were considered as complete novelties in terms of participation and cooperation with CSOs in the preparation of acts adopted by the Government, and that in this sense, by their own example, these processes contributed to the creation of a more inclusive legislative process and a more developed practice of civil society participation in decision-making in the coming years. In general, although there is room for further progress, the way in which cooperation with CSOs takes place within the framework of the drafting of OGP action plans can be considered one of the examples of good practice when it comes to the processes of creating public policies.

[4] Conclusion of the Government of the Republic of Serbia 05 No.: 021-16514/2014 of 25 December 2014.
[5] Open Data Portal, link: https://data.gov.rs/sr/.
[6] eConsultations Portal, link: https://ekonsultacije.gov.rs/.
[7] Portal of the Registry of Administrative Procedures, link: https://rap.euprava.gov.rs/privreda/home.

In the period of implementation of the previous OGP Action Plan for 2020-2022,[8] as well as during the drafting of this Action Plan, efforts have continued in the direction of improving various segments of open administration in the Republic of Serbia. However, it should be borne in mind that the circumstances during the previous three years (2020-2022) were very specific and included the COVID-19 pandemic, as well as the parliamentary elections which were held twice (on 21 June 2020 and on 3 April 2022). Such a broader context has inevitably affected the efficiency and dynamics of the implementation of reforms, including the implementation of commitments arising from participation in the OGP. Despite this, in the observed period, some progress was made both in terms of creating conditions for more efficient implementation of participation of the Republic of Serbia in the OGP, including the very drafting of action plans, and in the form of implementing broader reforms which contribute to achieving the principles and values of open administration.

As regards **the results achieved in order to improve the processes that take place within the framework of participation in the OGP**, it should, first of all, be pointed out that a **new national website dedicated to the participation of the Republic of Serbia in the OGP** was launched at the end of 2021, which represents a document repository in accordance with the OGP rules. It is a special section, developed on the eConsultations Portal, at the following link https://ekonsultacije.gov.rs/ogpPage/1, the purpose of which is to make available all the relevant information about this initiative and the participation of the Republic of Serbia so far in one place, including all information needed for participation in the drafting, implementation and monitoring of the implementation of national action plans. Accordingly, the website contains:

- Section on OGP, with basic information about the Initiative and the participation of the Republic of Serbia, including information about the national contact person;
- A "Bulletin Board", where current public calls and other relevant information are published;
- The "Documents" section, which contains all the documents related to the current OGP cycle (instructions, information on the Working Group, including the composition of the Working Group and tasks, minutes from the meetings of the Working Group, reports on the implementation of the Action Plan);
- Sections intended for the participation of stakeholders in the drafting and monitoring of the implementation of action plans ("Proposals", "Consultations on the Action Plan", "Reports", "Statistics");
- The "Implemented Action Plans" section, which contains all national action plans which have been adopted and implemented thus far, as well as all reports on their implementation - both the self-assessment reports and those prepared by the Independent Reporting Mechanism (hereinafter: IRM).

For the current, fifth cycle of the OGP, activities are planned in **the direction of additional improvement of the website**, including the introduction of new functionalities, especially in the part that should enable the participation of the interested public in the creation and monitoring of the implementation of action plans in electronic form. This would contribute to a significant reduction in terms of resources and the burden on participants in these processes, which, as a rule, require the usual methods of consultation in the form of holding round tables and other forms of consultative meetings.

Another important step for the improvement of national OGP processes refers to **the inclusion of issues related to the participation of the Republic of Serbia in OGP in the**

[8] For more information about the OGP Action Plan for 2020-2022 and its implementation, please see the following link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Implemented Action Plans).

tasks of the Public Administration Reform Council (hereinafter: the PAR Council). Namely, in order to ensure stronger political support, but also to further improve cooperation with CSOs and the high-level dialogue linked to OGP activities, the Government of the Republic of Serbia, at the proposal of the MPALSG, had adopted a new Decision on the establishment of the Public Administration Reform Council in June 2021, whose tasks include "monitoring and considering issues within the participation of the Republic of Serbia in the Open Government Partnership Initiative, initiating and proposing measures and activities to the Government related to the improvement of the implementation of this initiative, as well as its promotion".[9] In practice, this means that this advisory body of the Government, composed at the highest, ministerial level, also considers issues related to the OGP, including the processes of drafting and implementing action plans, but also potential challenges in the work of the multi-stakeholder forum.[10]

In addition to the aforementioned, it is important to point out that during the previous cycle, the OGP community had acknowledged the efforts and activities undertaken in the Republic of Serbia within the framework of participation in this initiative. At the OGP Global Summit in December 2021, **Serbia won second place in the competition of 18 countries from Europe in the selection for the most influential commitments** from national action plans, developed within the participation in this initiative. By the votes of the OGP community, the Commitment titled **Simplification of Administrative Procedures and Regulations – ePAPIR** was awarded, which is included in the OGP Action Plan for 2018-2020, for the implementation of which the Public Policy Secretariat was in charge.[11] On the other hand, in May 2022, after a public call and selection procedure conducted by the OGP, **the City of Novi Pazar became the first local self-government from the Republic of Serbia to directly participate in this initiative**. Novi Pazar was selected in a process in which, out of 60 local communities around the world that applied, only the top 30 were chosen by taking into account their previous work on the development and implementation of OGP values in their communities.[12]

During the observed period, numerous **activities have been undertaken in order to encourage wider participation in national OGP processes, to raise the awareness of all relevant actors about the importance of OGP values and the reforms being undertaken**, but also with the aim of promoting the initiative itself and the results of the Republic of Serbia achieved so far. During the marking of the global Open Gov Week in 2021[13] and 2022[14], three events dedicated to different aspects of participation in OGP were held. Also, in order to

[9] Decision on the Establishment of the Public Administration Reform Council ("Official Gazette of the RS", No. 56/21), link: http://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/odluka/2021/56/4

[10] For more information on the activities of the PAR Council in the process of drafting the new Action Plan, please see the section: Action Plan development process.

[11] More information at the following link: https://www.opengovpartnership.org/open-government-awards/.

[12] More information at the following link: https://www.opengovpartnership.org/news/open-government-partnership-welcomes-30-new-local-governments/.

[13] As part of the Open Gov Week 2021, held from 17-22 May 2021, several online events were held: within the panel discussion "Inclusive Government", held on 17 May 2021, the focus was on looking at the needs and perspectives of minority groups (Roma, youth and persons with disabilities) in the context of OGP values; The workshop "Government Closest to the Citizens", held on 18 May 2021, was organized with the intention to exchange experiences of LSUs in realizing the value of open administration and drafting of local action plans; The final event, held on 21 May 2021, was dedicated to the results of the Republic of Serbia's participation in the OGP and the promotion of the OGP Action Plan for 2020-2022.

[14] As part of the Open Gov Week 2022, held from 16-20 May 2022, the following events were held: The open meeting of the Working Group with interested CSOs was held on 17 May 2022, in order to consider the implementation of the OGP Action Plan for 2020-2022; The Conference "Partnership - the Key to Better Solutions", which was held on 19 May 2022, was dedicated to examples of successful cooperation between LSUs and CSOs in realizing the value of open administration at the local level, as well as the importance and examples of good practice in opening data and its reuse; two trainings were also held for the use of the eConsultations Portal intended for citizens, CSOs and other interested public, with the aim of strengthening the capacity of the interested public to participate in the processes of preparing regulations and public policy documents through this portal.

promote the OGP Action Plan for 2020-2022 and OGP itself, with the support of the European Union project "PAR Visibility and Communication", a video overview of the commitments under the Action Plan was created. In addition to being published on the website of MPALSG and OGP, this video was shown at several events that included the presence of the general public, as well as at the regional meeting of National OGP Points of Contact in the Western Balkans.[15]

As regards the results of **broader reform processes which contributed to the realization of the principles and values of open government**, most of the activities took place within the framework of Public Administration Reform (hereinafter: PAR). These reform processes, which strive to build an "administration tailored to citizens", are based on the priorities defined under the Public Administration Reform Strategy in the Republic of Serbia for 2021-2030[16], complement each other with participation in OGP and jointly contribute to the realization of the concept of open government. All the results that were achieved by the implementation of the strategic framework in the area of PAR have contributed to improving the OGP values, due to the high degree of harmonisation of PAR directions and priorities in the Republic of Serbia with the basic principles on which the concept of open government rests. Some of the most important results, which are linked to the commitments provided for in this Action Plan, are listed below.[17]

In the area of public participation, the most significant result achieved in the previous period is the establishment of the aforementioned **eConsultations Portal**,[18] which launched in December 2021, and whose development was envisaged under the previous OGP Action Plan for 2020-2022 and was fully implemented. With the development of the Portal, new, modern and efficient mechanisms for participatory decision-making have been created, i.e. the possibility has been established for all stakeholders to participate in a digital environment, and on an equal basis, in the drafting of regulations and public policy documents. In this way, citizens and other interested public can participate in decision-making processes more easily, faster, and with less resource consumption, which is especially important considering that, before the establishment of the Portal, public participation in legislative activities took place mainly through mechanisms such as round tables, meetings or through collection of comments and suggestions via regular mail, which imply additional expenditures in respect of time, material, and even financial resources. In addition, the Government of the Republic of Serbia had passed the Decision on the establishment of the eConsultations Portal[19], which stipulates that all PABs are obliged to publish all information on this portal in a timely manner, fully and in accordance with the law, as part of the process of consultations and public debates within their competencies. Finally, as part of the implementation of the previous Action Plan, trainings for CSOs and other interested public for using the Portal were also implemented. However, the available data indicate that there is still significant room for improving public participation in legislative processes, primarily through the consultation process in the preparation of laws, while positive developments can be observed in relation to by-laws, especially when it comes to participation in the drafting of public policy documents.[20] Important activities were implemented when it comes to the establishment of a

[15] Link to the video – OGP website: https://vimeo.com/632925812/f98b864f90, MPALSG website: https://mduls.gov.rs/uprava-po-meri-svih-nas/video-i-infografici/.
[16] Public Administration Reform Strategy in the Republic of Serbia for 2021-2030 ("Official Gazette of the RS", No. 42/21 and 9/22), link: https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2021/42/1/reg.
[17] More details about the results of PAR are available at: Online platform for monitoring progress in the field of PAR, at the following link: https://monitoring.mduls.gov.rs/.
[18] eConsultations Portal, link: https://ekonsultacije.gov.rs/.
[19] Decision on the Establishment of the eConsultations Portal ("Official Gazette of the RS", No. 62/21), link to the document: http://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/odluka/2021/62/2/reg.
[20] Online platform for monitoring PAR, at the following link: https://pujprr-monitoring.mduls.gov.rs/statistike.html?depth=2&jnodeId=732&tab=indikator&sid=122197.

strategic and institutional framework for the development of an environment for the action of civil society and the establishment of a dialogue with the administration, through the **adoption of the Strategy for Creating an Enabling Environment for the Development of Civil Society in the Republic of Serbia for the period from 2022 to 2030**, with the accompanying Action Plan for 2022-2023,[21] i.e. the **formation of the Council for Creating an Enabling Environment for the Development of Civil Society**.[22] More concrete effects of these reform steps are expected in the future.

Efforts to improve public participation in decision-making shall also continue through this Action Plan, given that three commitments relate to the creation of conditions for better public participation, both in the legislative process (Commitments 1 and 2), as well as in the creation and provision of public services, which is particularly important for the transformation of administration into a service for citizens (Commitment 10).

When it comes to access to information and the further development of the transparency of the administration, the regulatory framework was improved through the adoption of **amendments to the Law on Free Access to Information of Public Importance**,[23] which fulfilled one of the commitments from the previous OGP Action Plan for 2020-2022. In addition, a new Instruction for the drafting and publication of Work Information Booklets of public authorities[24] was drawn up, which stipulates that the Work Information Booklet is drafted in an electronic and machine-readable form, which affirmed the principle of proactive transparency, as a way of exercising the right to access information, and expanded the volume of information that is published. It is of particular importance that, in February 2022, the new **Unified Information System of Work Information Booklets became operational**, within which information on the work of almost 7,000 public authorities-entities subject to the Law[25] can currently be found in one place, to a significantly greater extent than was the case prior to the changes in the normative framework. A strong potential for further reform steps is the **constant growth in the number of public administration bodies that share/publish open data via the Open Data Portal** – from 45 (2019), to 83 (2021), to 95 (2022),[26] but also **the number of datasets/resources** published via the Portal – by the end of October 2023, a total of 2,198 datasets (i.e. 6,318 resources) have published via the Portal, which is five times more than at the end of 2020.[27] In this sense, the Portal serves as a valuable resource for researchers, analysts and citizens interested in exploring and using open data for innovative applications and decision-making processes. Finally, considering that the final outcome of the reforms aims at more transparent administration at all levels, it is important to point out that the **Local Self-Government Transparency Index is continuously on the rise year after year** – from an average value of 40 index points (2019), to 46 (2020), to 48 (2021), to 49 (2022). Nevertheless, considering the

[21] Strategy for Creating an Enabling Environment for the Development of Civil Society in the Republic of Serbia for the period from 2022 to 2030 ("Official Gazette of the RS", No. 23/22), link to the document: https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2022/23/2.
[22] Decision on the formation of the Council for Creating an Enabling Environment for the Development of Civil Society ("Official Gazette of the RS", No. 83/23), link to the document: https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/odluka/2023/83/2.
[23] Law on Free Access to Information of Public Importance ("Official Gazette of the RS", No. 120/04, 54/07, 104/09, 36/10, 105 /21), link to the document: https://www.pravnoinformacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2004/120/7/reg.
[24] Instruction for the drafting and publication of Work Information Booklets of public authorities ("Official Gazette of the RS", No. 10/22), link to the document: https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/drugidrzavniorganiorganizacije/uputstvo/2022/10/1/reg.
[25] Unified Information System of Work Information Booklets is available at the following link: https://informator.poverenik.rs/pristup.
[26] Online platform for monitoring the PAR progress, at the following link: https://srju-monitoring.mduls.gov.rs/statistike.html?tab=indikator&depth=3&sid=243573.
[27] Open Data Portal, link https://data.gov.rs/sr/.

maximum possible number of points (100), it is evident that there is significant room for further progress in this segment of the work of local self-governments.[28]

In order to achieve further progress, certain commitments contained in this Action Plan include not only the opening of data, but are primarily focused on its re-use in a way that will be of direct benefit to the citizens, thus demonstrating their value in practice (Commitments 7 and 8). In addition, a number of commitments contained in the Action Plan concern access to information, and are aimed at improving the availability and publication of more information by administrative authorities (Commitments 3, 5 and 6), while some are focused on creating the basis for improving fiscal transparency (Commitments 4 and 9). Of particular importance is the recommendation given to the National Assembly, which is also included in the Action Plan, the implementation of which will improve the availability of information about the work of the National Assembly.

As can be seen from the previously described results, innovations and technologies are utilized to a significant extent in order to improve the basic values of open administration (e.g. the eConsultations Portal, the new Work Information Booklet of public authorities, the use of open data, etc.). However, this added value of OGP has its special application in the field of development of services that the administration provides to citizens and the economy, through which its efficiency is measured, as well as the application of the principle of open administration in practice. In this sense, numerous achievements in the **development of electronic administration and digitization**[29] have resulted in a significant improvement of Serbia's position in the United Nations eGovernment Development Survey 2022,[30] in which **the Republic of Serbia was ranked among the countries with a very high index of development of electronic government and is one of the ten countries that have made the most progress in the field of digitization of public administration**. Also, the highest e-Participation Index thus far has been achieved, which means that the country is at the very top worldwide in the field of electronic participation. According to the index of electronic services, Serbia is in 26th place among the 193 Member States of the United Nations. As a result of its progress, the Republic of Serbia is currently in 40th place and has moved up by 18 places compared to the previous report (when it was in 58th place), while in the field of e-participation, progress has been made by as many as 26 places, whereby the Republic Serbia currently ranks 15th in the world. In addition, activities have continued in the direction of developing a strategic and normative framework in this area. In December 2022, **a new e-Government Development Programme of the Republic of Serbia for 2023-2025 was adopted, with an Action Plan for its implementation**,[31] which established priorities for the next period, while in February 2022, the Government adopted the **Decree on the conditions for Maintenance and Improvement of the State Centre for Data Management and Storage**,[32] which regulates one of the most important areas of the functioning of electronic government - the issue of physical data protection and storage of backup copies. Particularly significant results were achieved in the area of **simplification and digitization of**

[28] Transparency Serbia, Local Self-Government Transparency Index, at the following link: https://www.transparentnost.org.rs/sr/istraivanja-o-korupciji/lti.

[29] For more information on results in the field of electronic administration, please see the annual reports on the implementation of the e-Government Development Programme of the Republic of Serbia for 2020-2022, for 2021 and 2022, link to the documents: https://monitoring.mduls.gov.rs/dokumenta.html (Section: Reports on the implementation of the reform).

[30] United Nations eGovernment Development Survey 2022, link to the document: https://desapublications.un.org/sites/default/files/publications/2022-09/Web%20version%20E-Government%202022.pdf.

[31] e-Government Development Programme of the Republic of Serbia for 2023-2025, with an Action Plan for its implementation ("Official Gazette of the RS", No. 33/23), link to the document: http://mduls.gov.rs/wp-content/uploads/Predlog-programa-razvoja-e-uprave-2023-25.-u-RS-sa-Akcionim-planom-za-njegovo-sprodjenje.docx.

[32] Decree on the conditions for Maintenance and Improvement of the State Centre for Data Management and Storage ("Official Gazette of the RS", No. 18/22), link to the document: https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/uredba/2022/18/7/reg.

administrative procedures for the economy and citizens. Through the implementation of the previous OGP Action Plan for 2020-2022, a legal framework was created by the adoption of the Law on the Register of Administrative Procedures and associated by-laws[33] and the Register of Administrative Procedures Portal was established,[34] which represents a single-point where you can find all the information about all the procedures carried out by public administration bodies, which are intended for citizens and business entities or those who want to engage in economic activity. Currently, more than 2,400 public administration services intended for the economy and more than 530 services intended for the citizens are available via the Portal. The efforts so far in this area, which were undertaken through the implementation of the Programme for the Simplification of Administrative Procedures and Regulations – e-Paper, **have optimized almost 400 administrative procedures for business and abolished 21 procedures, resulting in annual savings for the economy in the amount of EUR 32 million**. **More than 500 procedures are currently being optimized, 496 have already been partially optimized, while 64 services have been digitized and published.**[35] As mentioned earlier, these results were also acknowledged by the OGP community, which, at the OGP Global Summit in December 2021, awarded the Simplification of Administrative Procedures and Regulations – e-Paper 2nd place in the competition of 18 countries from Europe, in the selection for the most influential commitments from national action plans. In order to continue with the reforms, a new **Programme for the Simplification of Administrative Procedures and Regulations – e-Paper for 2023-2025**[36] was adopted in May 2023. When it comes to more efficient provision of services to citizens and the economy, the process of establishing **one-stop shops** (hereinafter: OSSs) at Local Self-Government Units (hereinafter: LSUs), which has been continuously implemented since 2018, has continued. The basic idea of introducing OSS is for it to become a bridge between citizens and the administration, a single contact point for communication between the citizens and all the authorities which they would otherwise have to directly contact in order to exercise some of their rights. In this way, citizens are enabled to exercise a right that is within the purview of several authorities by going to one place, which significantly saves money and time for all the parties. With the support of MPALSG, a total of 41 OSSs have been opened at LSUs since 2018, while 14 new ones are expected to be opened by the end of 2023, which will cover about a third of all LSUs in the Republic of Serbia (55 out of a total of 174).

Precisely in order to create the services based on the needs and opinions of citizens and provided within the OSS, this Action Plan plans to establish a mechanism for measuring and monitoring user satisfaction with the services provided, through the direct participation of citizens and business entities (Commitment 10).

III. THE ACTION PLAN DEVELOPMENT PROCESS

The process of preparing the Action Plan had formally commenced on 6 December 2022, when a **announcement on commencement with the drafting of the aforementioned document**[37] was published on MPALSG website, as the coordinator of participation in the OGP, and via the eConsultations Portal – section dedicated to OGP. In accordance with the

[33] Law on the Register of Administrative Procedures ("Official Gazette of the RS", No. 44/21), link to the document: https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2021/44/6/reg.
[34] Portal of the Registry of Administrative Procedures, link: https://rap.euprava.gov.rs/gradjani/home.
[35] Annual report for 2022 on the implementation of the e-Government Development Programme of the Republic of Serbia for 2020-2022, available at the link: https://monitoring.mduls.gov.rs/downloadFile/?id=11676&type=doc.
[36] Programme for the Simplification of Administrative Procedures and Regulations – e-Paper for 2023-2025, link to the document: https://rsjp.gov.rs/wp-content/uploads/%D0%B5%D0%9F%D0%90%D0%9F%D0%98%D0%A0-%D0%BF%D1%80%D0%BE%D0%B3%D1%80%D0%B0%D0%BC-08.05.2023.docx.
[37] Announcement on commencement with the drafting of the Action Plan - announcement published on the MPALSG website, link: https://mduls.gov.rs/obavestenja/obavestenje-o-pocetku-izrade-petog-akcionog-plana-za-sprovodjenje-inicijative-partnerstvo-za-otvorenu-upravu-u-republici-srbiji/; announcement published on the eConsultations Portal - OGP section, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

OGP rules, and with the aim of timely informing the stakeholders about the possibilities for participation in the fifth cycle, a **Co-Creation Timeline** was prepared and published within the said announcement, with activities which are planned during the process of drafting this document and with tentative deadlines for their implementation. In order to promote the initiative itself and encourage the widest possible participation of all relevant actors, MPALSG had organized an **Online Info Day about OGP**, which was held on 20 December 2022.[38] In the presence of over 60 representatives of CSOs, PABs, LSUs and the donor community, the OGP and some of the key achievements achieved through the implementation of the previous action plans have been presented, as well as the experiences related to the implementation of the principles of open administration at the local level, the perspective of CSOs and IRM, and the results of implementation of the previous OGP Action Plan for 2020-2022. Moreover, the new Co-Creation Timeline was also presented, with a framework plan of activities and a special focus on cooperation with stakeholders, as well as the Public Call for CSOs to submit candidacies for membership in the Special Interministerial Working Group for the development of the fifth Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia (hereinafter: Public Call for CSOs for membership in the Working Group), which was published seven days prior to holding the Info Day.[39]

In accordance with the effort to ensure greater political support for the processes which are implemented within the framework of participation in the OGP, at its third session, held on 26 January 2023, the **PAR Council** had adopted the **Oral Information on the beginning of the cycle of drafting a new Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia**. On that occasion, the Minister of Public Administration and Local Self-Government, who isthe Chairman of the PAR Council, has invited all PABs to actively participate and be open to cooperation in the drafting of the new Action Plan, but also in other activities that will be undertaken within the fifth cycle of participation in the OGP.[40]

The drafting of the Action Plan continued with the formation of a **Special Interministerial Working Group for the drafting and monitoring of the implementation of the fifth Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia** (hereinafter: Working Group), as a multi-stakeholder forum, in accordance with the OGP rules. As in the previous cycles, **the CSO representatives were first elected through a transparent and inclusive procedure**, based on a Public Call which MPALSG conducted in cooperation with the Ministry of Human and Minority Rights and Social Dialogue (hereinafter: MHMRSD). The call for all interested CSOs was published in December 2022 on the websites of MPALSG[41] and MHMRSD[42] and on the social network profiles of these bodies, as well as on the eConsultations Portal - OGP section,[43] while MHMRSD also sent an invitation through its mailing list to all CSOs on the said list. An integral part of the Public Call, in addition to other relevant information, were the

[38] Public call for the Online Info Day about OGP – announcement published on the MPALSG website, link: https://mduls.gov.rs/obavestenja/javni-poziv-za-ucesce-na-info-danu-o-partnerstvu-za-otvorenu-upravu/; announcement published on the eConsultations Portal - OGP section, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).
[39] News concerning the held Online Info Day about OGP, link: https://mduls.gov.rs/saopstenja/mduls-ostaje-posveceno-vrednostima-i-principima-otvorene-uprave/.
[40] The third session of the PAR Council, link: https://monitoring.mduls.gov.rs/strukture/savet-za-reformu-javne-uprave/225142/odrzana-treca-sednica-saveta-za-reformu-javne-uprave.html.
[41] Public Call for CSOs for membership in the Working Group - announcement published on the MPALSG website, link: https://mduls.gov.rs/obavestenja/javni-poziv-za-ocd-ucesce-u-radnoj-grupi-za-izradu-petog-akcionog-plana-za-sprovodjenje-inicijative-partnerstvo-za-otvorenu-upravu-u-republici-srbiji/.
[42] Public Call for CSOs for membership in the Working Group - announcement published on the MHMRSD website, link: https://www.minljmpdd.gov.rs/konkursi-javni-pozivi-67.php.
[43] Public Call for CSOs for membership in the Working Group - announcement published on the eConsultations Portal - OGP section, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

criteria for the selection of CSOs, which were defined with the aim of including those organizations which deal with and possess project experience and expertise in various areas within the framework of OGP values in the work of the Working Group and the drafting of the Action Plan. An important novelty in this cycle is **the introduction of sectoral issues (healthcare, education, environmental protection, improvement of the position of persons with disabilities, social policies and youth policy) among the areas of the Public Call**, in order to encourage the participation of CSOs specialized in the aforementioned sectoral policies and continue the process of improving the values of OGP in these areas of particular importance for citizens, which was started in the previous cycle. Also, the existence of appropriate criteria was necessary in order to ensure the efficiency in the work of the Working Group, bearing in mind that over 37,000 associations and over 1,000 endowments and foundations[44], operating in the most diverse fields, are registered in the Republic of Serbia.

The Public Call was open in the period from 15 December 2022 until 13 January 2023. Following the expiry of deadline for submitting applications and the completion of the selection process, the commission composed of representatives of MPALSG and MHMRSD had proposed to the Minister of Public Administration and Local Self-Government that the representatives of all CSOs, which met the minimum criteria, be appointed to the Working Group. Out of a total of 15 submitted applications, one application was rejected due to formal reasons, while the other 14 were proposed for appointment. The proposal of CSO representatives for membership in the Working Group was published on the websites of MPALSG[45] and MHMRSD,[46] on the eConsultations Portal - OGP section,[47] and was submitted to all participants of the Public Call.

In accordance with the aforementioned, **the Minister of Public Administration and Local Self-Government had appointed representatives of 14 CSOs** (a total of 28 members and deputy members) **as members of the Working Group**, namely: Partners for Democratic Changes Serbia (Belgrade), Center for Democracy Foundation (Belgrade), Citizens' Association for Democracy and Civic Education "Civic Initiatives" (Belgrade), Bird Protection and Study Society of Serbia (Novi Sad), Serbian Association of Employers (Belgrade) , National Coalition for Decentralisation (Niš), Belgrade Open School (Belgrade), Serbian Youth Umbrella Organization (Belgrade), Institute for Urban Policies (Belgrade), Media and Reform Center (Niš), Association "I have a say" (Leskovac), Center for Policy Research "Argument" (Prijepolje), Center for Regionalism (Novi Sad) and Association of Lawyers AEPA (Belgrade). In this way, **the number of CSO representatives in the Working Group increased compared to their representation in the drafting of the previous Action Plan** (from 9 to 14), resulting in **the largest number of CSOs whose representatives were part of the Working Group during one OGP cycle**. Of the total number, almost half are representatives of CSOs with headquarters outside the capital (six out of 14, i.e. 42%), and it is of particular importance that the Working Group includes organizations which deal with sectoral issues such as urban planning (Institute for Urban Policies), youth policy (Serbian Youth Umbrella Organization), environmental protection (Bird Protection and Study Society of Serbia), interests of business and employers (Serbian

[44] Data on the number of associations, endowments and foundations were taken from the website of the Serbian Business Registers Agency, as of 13 October 2023.
[45] The proposal of CSO representatives for membership in the Working Group - announcement published on the MPALSG website, link: https://mduls.gov.rs/obavestenja/rezultati-javnog-poziva-organizacijama-civilnog-drustva-za-podnosenje-kandidature-za-clanstvo-u-posebnoj-medjuministarskoj-radnoj-grupi-za-izradu-petog-akcionog-plana-za-sprovodjenje-inicijative-partn/.
[46] The proposal of CSO representatives for membership in the Working Group - announcement published on the MHMRSD website, link: https://www.minljmpdd.gov.rs/konkursi-javni-pozivi-67.php.
[47] The proposal of CSO representatives for membership in the Working Group - announcement published on the eConsultations Portal - OGP section, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

Association of Employers), regional cooperation and rights of national minorities (Center for Regionalism) and issues of balanced regional development (National Coalition for Decentralisation). In addition to the aforementioned, and as will be seen below, **the Working Group remained open to the participation of all interested organizations during the entire period of drafting of the Action Plan**, and thus the representatives of CSOs, who submitted proposals for commitments during the consultation process, were subsequently included in the work of the Working Group. Namely, three proposers of the commitments from the ranks of civil society – the Catalyst Foundation, the Crimson Association and the Society for Helping People with Intellectual Disabilities (PWID) of the Municipality of Aleksandrovac – were duly invited and have participated in the meetings of the Working Group in full composition at which their proposals were discussed, while the representatives of the Catalyst Foundation have also participated in the meetings of the narrower composition of the Working Group, at which their proposal was discussed in more detail with the competent PABs. In this way, the total number of CSOs that have participated in the work of the Working Group was 17, and was additionally increased compared to the previous cycle when there were 12 CSOs.

All in all, **the Working Group, formed by the decision of the Minister of Public Administration and Local Self-Government,[48] during the process of drafting the Action Plan, consisted of a total of 53 members and 50 deputy members**,[49] i.e. a total of 103 representatives of ministries, special organizations, Government services, independent bodies, the National Assembly of the Republic of Serbia, Chamber of Commerce and Industry of Serbia, donor communities, five LSUs (the cities of Belgrade, Novi Sad, Novi Pazar and Užice and the Municipality of Veliko Gradište), the Standing Conference of Towns and Municipalities and CSOs elected through the previously described procedure. The tasks of the Working Group are defined as: drafting of the fifth Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia; implementation of the procedure for consultations with civil society; monitoring of the implementation and regular reporting on the implementation of the Action Plan, including the preparation of Self-Assessment Reports; ensuring compliance with the stipulated deadlines; proposing amendments to the Action Plan; cooperation in other activities that are undertaken as part of the participation of the Republic of Serbia in the Open Government Partnership Initiative.

Therefore, when it comes to the work of the Working Group, its composition and tasks are defined by the aforementioned decision on the establishment of the Working Group, while the procedures concerning work and decision-making are established by the **Rules of Procedure of the Working Group**, which were adopted at its first meeting.[50] It is especially important to emphasize that the Rules of Procedure establish that the Working Group makes decisions by consensus, which means that a decision can be reached only if no member of the Working Group votes "against" it. Such solution is particularly significant considering the unequal number of representatives of the administration and civil society in the Working Group, which cannot be balanced due to the necessity of participation of a large number of different state authorities that are important for the implementation of the OGP values. Moreover, during the entire period of drafting of the Action Plan, the Working Group was open to written comments, proposals and suggestions, which enabled “remote” participation for both members and non-members.

The first meeting of the Working Group in full composition was held on 9 February 2023, at which the OGP initiative and the methodology for drafting the Action Plan were

[48] Decision No.: 021-02-661/2022-06 of 1 February 2023 and Decision on the amendments to the Decision No. 021-02-661/2022-06 of 21 March 2023, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).
[49] In three cases, only members of the Working Group were appointed, without deputies.
[50] Rules of Procedure of the Working Group, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

presented, and agreements were reached on further steps in the development of its draft. Also, the aforementioned Rules of Procedure of the Working Group were considered and adopted, while for the purpose of monitoring and evaluating the implementation of the OGP Action Plan for 2020-2022, the results of its implementation were discussed. Finally, the recommendations of the IRM regarding the drafting of a new Action Plan were also presented at the meeting.[51]

In accordance with the OGP rules, and in order to ensure the widest possible consultation process and the inclusion of all stakeholders at the very beginning of drafting of the Action Plan, **a process of initial consultations was carried out in the period from 3-20 March 2023.** This process, the purpose of which is to collect ideas and proposals concerning commitments which could be included in the new Action Plan, was implemented **through a consultative meeting** with the representatives of PABs, CSOs and other stakeholders, which was held on 6 March 2023, in Belgrade, and through **collecting written proposals** via prescribed form, during the two-week consultation period. The Public Call for participation in the consultation process, with accompanying instructions and forms,[52] was published on the MPALSG website and eConsultations Portal – OGP section,[53] and was sent to all CSOs from the MHMRSD mailing list. In order to ensure adequate time for preparation, the Public Call was published on 17 February 2023, 14 days before the start of the consultation process.

The consultative meeting was attended by 57 representatives of state authorities – members of the Special Working Group, representatives of the donor community, as well as by the representatives of civil society who registered their presence in accordance with the Public Call, while four CSOs submitted their proposals of commitments in writing. During the consultation process, a total of 18 commitments were proposed, both at the consultation meeting and in writing, by submitting the proposals to MPALSG via the prescribed form published as part of the Public Call. Proposals of commitments are classified according to the following areas (topics): Public participation in decision-making, Transparency of public administration bodies (including fiscal transparency and open data) and Public services and digitization, while no proposals were submitted in the area of Public accountability (including the fight against corruption and public procurement). At the end of the process, MPALSG prepared a **Report on the conducted initial consultations**, which includes all the collected proposals and conclusions from the consultation meetings, which was published on the eConsultations Portal - OGP section.[54]

Following the collection of proposals of commitments, the process of their consideration and further definition took place through the meetings of the Working Group, both in full composition and in the narrow circle of participants related to a specific proposal of commitments, as well as through constant electronic communication with the proposers of commitments and the competent PABs.

In this way, all proposed commitments were firstly presented and discussed at the **second meeting of the Working Group** in full composition. This meeting was held as part of marking the OGP Week (11 May 2023) and was organized in an "open format", by issuing a Public Call to all interested CSOs to participate in the meeting and discuss the proposed commitments. The Public Call to participate in the aforementioned meeting, with associated

[51] Minutes from the first meeting of the Working Group, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).
[52] As part of the Public Call, the following was published: Basic information about the OGP initiative, Guide to the values of the OGP initiative, Instructions for drafting an Action Plan, Form for submission of written proposals, as well as an Example of a commitment proposal.
[53] Public Call for participation in initial consultations - announcement published on the MPALSG website, link: https://mduls.gov.rs/obavestenja/javni-poziv-organizacijama-civilnog-drustva-za-ucesce-u-konsultativnom-procesu-u-okviru-izrade-petog-akcionog-plana-za-sprovodjenje-inicijative-partnerstvo-za-otvorenu-upravu-u-republici-srbiji/; announcement published on the eConsultations Portal - OGP section, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).
[54] Report on the conducted initial consultations, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

materials,[55] was published on 28 April 2023, 14 days before its holding, on the MPALSG website and via the eConsultations Portal - OGP section.[56] In addition to members of the Working Group and representatives of CSOs who applied in accordance with the published Public Call, organizations which are not members of the Working Group, but have nevertheless submitted their proposals of commitments during the initial consultations, were also invited to the meeting. As mentioned earlier, the CSOs in question are the Catalyst Foundation, the Crimson Association and the Society for Helping People with Intellectual Disabilities (PWID) of the Municipality of Aleksandrovac. **At this meeting, the Working Group considered all the collected proposals and reached a specific conclusion on each of them, with steps for further action.** Also, bearing in mind that the new OGP rules introduced the possibility of choosing between two-year and four-year action plans, the said options were discussed and it was decided that the new Action Plan should be developed for a period of four years, i.e. for the period from 2023-2027.[57]

In accordance with the conclusions of the second meeting of the Working Group, the drafting of the Action Plan was continued through the holding of meetings of the **narrower composition of the Working Group, with a total of eight such meetings**, which were dedicated to a more detailed consideration and definition of certain proposed commitments, i.e. through **electronic communication and harmonisation of commitments** between the proposers and competent authorities. **The practice of holding meetings of the Working Group in a narrower composition proved to be very useful in this cycle as well**, not only because these meetings enabled a detailed consideration of the submitted proposals in a dialogue between the proposers and the competent authorities, but also because **ideas about potential new proposals for the Action Plan emerged from the discussion on the original proposals**. One such example is the meeting held on the occasion of the proposal of the Association of Lawyers AEPA, which was related to environmental noise pollution, for which it was concluded that it was not possible to include it in the Action Plan; however, at the same meeting a new proposal was initiated, which was later formulated and was included in the Draft Action Plan as Commitment No. 8. Open "green" data for more accessible information about the state of the environment in the Republic of Serbia.[58]

Bearing in mind the intensive work on the proposed commitments in the period between the meetings of the Working Group in full composition, and in order to inform all members of the Working Group and the general public fully and in a timely manner, the MPALSG had, as part of the preparation for the fourth meeting of the Working Group in full composition, prepared and provided the members of the Working Group with **Information on proposals of commitments and undertaken activities (May-September 2023)**. An integral part of this information are all the proposals of commitments, as well as written explanations by competent authorities in relation to those commitments that cannot be realized through the Action Plan that is being drafted. Also, the Information contains a description of the activities undertaken in connection with each submitted proposal, including notes and conclusions from the eight meetings of the Working Group in a narrower

[55] As part of the Public Call, the following was published: Basic information about OGP, Guide to the values of OGP, Instructions for drafting an Action Plan, Draft agenda of the meeting, and Report on the implemented consultative process, which contains all proposed commitments which will be considered at the meeting.
[56] Public Call to CSOs to participate in the second – open meeting of the Working Group – announcement published on the MPALSG website, link: https://mduls.gov.rs/obavestenja/javni-poziv-organizacijama-civilnog-drustva-za-ucesce-na-otvorenom-sastanaku-posebne-medjuministarske-radne-grupe-za-izradu-i-pracenje-implementacije-petog-akcionog-plana-za-sprovodjenje-inicijative/; announcement published on the eConsultations Portal - OGP section, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).
[57] Minutes from the second – open meeting of the Working Group, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).
[58] For more details regarding this meeting, please see: Information on proposals of commitments and undertaken activities (May-September 2023), link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

composition, which were held in the meantime. This document is available via the eConsultations Portal - OGP section.[59]

The third meeting of the Working Group in full composition was held on 12 October 2023, at which all proposals of commitments, which were assessed as relevant in the previous period, were once again considered, after which it was decided to include specific commitments in the Draft Action Plan.[60] Therefore, in total, **the Working Group had held a total of 11 meetings within the process of drafting the Action Plan** - three meetings in full composition and eight meetings in narrow composition, regarding certain proposals of commitments.

After the Draft Action Plan was prepared, it was published on the MPALSG website and via the eConsultations Portal - OGP section on 1 November 2023, with a Public Call to participate in the two-week **final public consultations.**[61] During the final consultations, the text of the Draft Action Plan was additionally harmonised with the comments and suggestions of the members of the Working Group, in electronic form. In addition, there were no comments nor suggestions received from the interested public, which indicates the importance of including all stakeholders and carrying out consultations during the entire process of drafting a document, especially at its very beginning, as was the case with the drafting of this Action Plan.

In general, during the process of drafting the Action Plan, the proposals of commitments were discussed in detail at the meetings of the Working Group in both full and narrower compositions, as well as with the relevant PABs under whose jurisdiction are the proposed commitments. A certain number of proposals of CSOs were included in the Action Plan in their original form, a number were modified in cooperation between the proposers and the competent authority, while in case of certain proposals it was concluded, by providing an explanation, that they could not be implemented under this Action Plan. It is important to point out that in this cycle, some PABs have appeared for the first time as institutions responsible for the implementation of commitments/activities, namely the Ministry of Labour, Employment, Veteran and Social Affairs, the Environmental Protection Agency and the National Employment Service. This is particularly important considering that the commitments/activities for which they are in charge belong to very important sectoral policies, such as the position of persons with disabilities and environmental protection, but it also indicates progress in understanding and raising awareness within the administration about the importance of the values of OGP. On the other hand, although individual advances were made, the process of drafting the Action Plan had shown that the understanding of the importance of the key values of the OGP is inconsistent within the public administration system, and that there is significant room for greater participation of certain authorities.

The entire process of preparing the Draft Action Plan was open to the public and was transparent, and its course, including the definition of the commitments themselves, could have been followed through the regular publishing of all minutes from the meetings of the Working Group, and other materials created during the process of its drafting, via the

[59] Information on proposals of commitments and undertaken activities (May-September 2023), link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).
[60] Minutes from the third meeting of the Working Group, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).
[61] Public call for participation in the final consultations on the Draft Action Plan – announcement published on the MPALSG website, link: https://mduls.gov.rs/javne-rasprave-i-konsultacije/javni-poziv-za-ucesce-u-finalnim-konsultacijama-u-okviru-izrade-akcionog-plana-za-sprovodjenje-inicijative-partnerstvo-za-otvorenu-upravu-u-republici-srbiji-za-period-2023-2027-godine/; announcement published on the eConsultations Portal - OGP section, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

eConsultations Portal - OGP section, which represents a document repository in accordance with the OGP rules.[62]

IIIa. Fulfilment of OGP standards during the process of drafting the Action Plan

At the end of 2021, the OGP adopted new OGP Participation and Co-Creation Standards, which began to apply from 1 January 2022.[63] These standards aim to encourage and support the improvement of cooperation between the administration and stakeholders in all phases of a OGP cycle, from preparation, through implementation, to monitoring the implementation of an Action Plan. In this sense, five basic standards have been defined, two of which refer to the entire cycle, two to the Action Plan development process, while one standard is focused on the implementation and monitoring process. For each of these key standards, the so-called "minimum requirements" have been defined, the fulfilment of which is expected from the participants in the OGP and is specially monitored by the IRM.

Bearing in mind the previously described process of preparation, it can be concluded that the **Republic of Serbia met all the key OGP standards for participation and joint work during the drafting of this Action Plan**.

In this regard, an overview of the fulfilment of the minimum requirements within the framework of the four standards related to the drafting of the Action Plan is given below, with the citing of the activities undertaken to this aim, while the details, together with the evidence, can be found in the previous description of the process of drafting this document.

OVERVIEW OF THE FULFILMENT OF THE MINIMUM REQUIREMENTS IN THE PROCESS OF DRAFTING OF THE ACTION PLAN		
MINIMUM REQUIREMENT	**ACTIVITIES UNDERTAKEN**	**STATUS**
<u>STANDARD No. 1.</u> Establishing a space for ongoing dialogue and collaboration between the government, civil society and other non-governmental stakeholders.		
<u>Minimum requirement 1.1</u> A space for ongoing dialogue with participation from both government and civil society members, and other non-governmental representatives as appropriate that meets regularly (at least every six months) is established. Its basic rules on participation are public	✓ A Working Group in charge of drafting the Action Plan was formed and had met regularly – 11 meetings were held during the drafting process in 2023 (3 in full composition and 8 in narrower composition); ✓ The Working Group included the representatives of PABs, Government services, independent bodies, the National Assembly, LSUs, the Chamber of Commerce and Industry of Serbia, the donor community and CSOs; ✓ 17 CSOs have participated in the work of the Working Group during the drafting of the Action Plan (14 CSOs selected through a Public Call + 3 CSOs – proposers of commitments, which were subsequently included);	✓

[62] Minutes from all the meetings of the Working Group, as well as other important materials created during the process of drafting the Action Plan, are available via the eConsultations Portal - OGP section, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).
[63] Participation and Co-Creation Standards, link: https://www.opengovpartnership.org/ogp-participation-co-creation-standards/.

	✓ The composition and tasks were defined by the Decision on the establishment of the Working Group, while the rules regarding work were defined by the Rules of Procedure. Both documents are publicly available on the national OGP website https://ekonsultacije.gov.rs/ogpPage/1.	
STANDARD No 2. Providing open, accessible and timely information about activities and progress within a member's participation in OGP.		
Minimum requirement 2.1 A public OGP website dedicated to the member's participation in OGP is maintained.	✓ The national website dedicated to participation in OGP is located at the eConsultations Portal – OGP section - https://ekonsultacije.gov.rs/ogpPage/1. ✓ The website contains all the relevant documents related to the past participation of the Republic of Serbia in the OGP, including the current, fifth cycle, and is regularly updated. ✓ The website can be accessed without restrictions (registration and password).	✓
Minimum requirement 2.2 A publicly available document repository on the OGP online site which provides access to documents related to the OGP process, including, at a minimum, information and evidence of the co-creation process and of the implementation of commitments, is maintained and regularly updated (at least twice a year).	✓ The document repository related to participation in OGP can be found on the national OGP website, at the eConsultations Portal – OGP section - https://ekonsultacije.gov.rs/ogpPage/1. ✓ The minutes from the meetings of the Working Group, as well as the reports on the conducted consultations and undertaken activities which contain information and evidence on the drafting of the Action Plan, are regularly published on the national OGP website.	✓
STANDARD No 3. Providing inclusive and informed opportunities for public participation during co-creation of the Action Plan.		
Minimum requirement 3.1 The MSF where established, or the government where there is no MSF, publishes on the OGP website/webpage the co-creation timeline and overview of the opportunities for stakeholders to participate at least two weeks before the	The notice on the start of drafting the new Action Plan, which contains the plan and co-creation timeline of its development with opportunities for the participation of stakeholders, was published on the national OGP website (https://ekonsultacije.gov.rs/ogpPage/1) and the MPALSG website https://mduls.gov.rs/obavestenja/obavestenje-o-pocetku-izrade-petog-akcionog-plana-za-sprovodjenje-inicijative-partnerstvo-za-otvorenu-upravu-u-republici-srbiji/), two weeks before the	✓

start of the action plan development process	first activities have commenced.	
Minimum requirement 3.2 The MSF where established, or the government where there is no MSF, conducts outreach activities with stakeholders to raise awareness of OGP and opportunities to get involved in the development of the action plan.	At the beginning of the process, on 20 December 2022, an Online Info Day about OGP was held, at which all the relevant information was presented, including planned activities as part of the drafting of the new Action Plan and opportunities for the participation of stakeholders.[64]	✓
Minimum requirement 3.3 The MSF where established, or the government where there is no MSF, develops a mechanism to gather inputs from a range of stakeholders during an appropriate period of time for the chosen mechanism.	During the drafting of the Action Plan, mechanisms were used to gather ideas and proposals from stakeholders which proved to be efficient in previous cycles, namely consultative meetings and the collection of written proposals, comments and suggestions through a Public Call. In this sense, two consultation processes have been carried out – one at the beginning of the cycle, in order to collect ideas and proposals (3-20 March 2023)[65] and the other at the end of the cycle, on the occasion of the prepared Draft Action Plan (1-15 November 2023).[66] Also, the Working Group was open to the participation of stakeholders during the entire period of drafting of the Action Plan, either through direct participation in the group's work or through providing written proposals. In support of this, the second meeting of the Working Group was organized in an "open format", with a Public Call for participation of all interested CSOs.[67]	✓
STANDARD No 4. Providing a reasoned response and ensuring ongoing dialogue between the Government and civil society and other non-governmental stakeholders during co-creation of the Action Plan.		
Minimum requirement 4.1 The MSF where established, or the government where	The description of the activities undertaken in the direction of considering the inputs of stakeholders, as well as the positions of the competent	✓

[64] For more details, please visit the following links: https://mduls.gov.rs/obavestenja/javni-poziv-za-ucesce-na-info-danu-o-partnerstvu-za-otvorenu-upravu/; https://mduls.gov.rs/saopstenja/mduls-ostaje-posveceno-vrednostima-i-principima-otvorene-uprave/.

[65] For more details on the initial consultations, please visit the following links: https://mduls.gov.rs/obavestenja/javni-poziv-organizacijama-civilnog-drustva-za-ucesce-u-konsultativnom-procesu-u-okviru-izrade-petog-akcionog-plana-za-sprovodjenje-inicijative-partnerstvo-za-otvorenu-upravu-u-republici-srbiji/; https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

[66] For more details on the final consultations, please visit the following links: https://mduls.gov.rs/javne-rasprave-i-konsultacije/javni-poziv-za-ucesce-u-finalnim-konsultacijama-u-okviru-izrade-akcionog-plana-za-sprovodjenje-inicijative-partnerstvo-za-otvorenu-upravu-u-republici-srbiji-za-period-2023-2027-godine/; https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

[67] Please see: Minutes from the second meeting of the Working Group, link: https://ekonsultacije.gov.rs/ogpPage/1 (Section: Documents).

there is no MSF, documents and reports back or publishes written feedback to stakeholders on how their contributions were considered during the development of the action plan.	authorities, are contained in the Minutes from the meetings of the Working Group and the Information on the proposed commitments and undertaken activities (May-September 2023). The aforementioned documents are publicly available on the national OGP website, at the following link: https://ekonsultacije.gov.rs/ogpPage/1.	

IV. COMMITMENTS

Number and Name of the Commitment	**1. Electronic People's Initiative**		
Brief description of the Commitment	The commitment implies the **establishment of an electronic people's initiative through the creation of a service on the eGovernment Portal https://euprava.gov.rs, which will enable citizens to exercise their right to people's initiative in electronic form.**		
Commitment Lead	Office for Information Technologies and eGovernment (ITE)		
Supporting Stakeholders	**Government**	**Civil Society**	**Other partners (Parliament, private sector, etc.)**
	Ministry of Public Administration and Local Self-Government (MPALSG)		
Period Covered	IV quarter of 2023 - I quarter of 2024		

PROBLEM DEFINITION
1. What problem does the commitment aim to address?
The right of citizens to participate in decision-making processes, including the right to propose laws, is guaranteed under the Constitution of the Republic of Serbia ("Official Gazette of the RS", No. 98/06 and 115/21). In this sense, Article 107 of the Constitution establishes that, among other things, at least 30,000 voters have the right to propose laws, while Article 2 establishes that "sovereignty is vested in citizens who exercise it through referendums, people's initiative and freely elected representatives." In other words, the Constitution recognizes the people's initiative as one of the ways in which citizens exercise sovereignty, i.e. as a way of direct participation of citizens in decision-making in a broader sense. The constitutional right to people's initiative is regulated in more detail by the Law on the Referendum and the People's Initiative ("Official Gazette of the RS", No. 111/21 and 119/21), whose Article 56 stipulates that "by a people's initiative, citizens propose the adoption, amendment, or repeal of the Constitution, laws, other regulations and general acts within the competence of the National Assembly, and/or of the statute, other regulations and general acts within the competence of the Assembly of the Autonomous Province and Local Self-Government Units, and submit other proposals in accordance with the Constitution and the law, and/or the statute of the Autonomous Province and Local Self-Government Unit." However, until the adoption of the aforementioned law in 2021, the Law on the Referendum and the People's Initiative adopted in 1994 was in force, which stipulated very strict conditions for the initiation and implementation of the people's initiative; therefore, the use of this mechanism of citizen participation was extremely rare. By adopting the new law, the basic prerequisites were created which should enable simpler and more efficient realization of the people's initiative in practice, especially by introducing the possibility to collect signatures of support for the submitted initiative in electronic form. Although the legal framework has been significantly improved in the aforementioned manner,

the citizens are still not able to exercise their constitutional right to people's initiative in a quick, easy and simple way, given that the appropriate electronic system has not yet been established.

2. What are the causes of the problem?

The main challenge in solving the identified problem is reflected in the fact that an adequate mechanism for the implementation of the people's initiative in electronic form has not yet been established. More precisely, there is a lack of a suitable software solution which would enable the people's initiative, i.e. the collection of signatures of support, to be realized in a quick, easy and simple way.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

As pointed out in the description of the problem, significant progress was made with the adoption of the new Law on the Referendum and the People's Initiative in 2021, which greatly simplified the procedure and eased the conditions for the implementation of the people's initiative. At the same time, its provisions introduced an electronic people's initiative for the first time ever, thus creating a legal basis for its implementation in practice. Also, based on the relevant legal provisions, the Government had adopted the Decree on the Electronic People's Initiative ("Official Gazette of the RS", No. 85/23) in 2023, which regulates the conditions, method and procedure for implementing the electronic people's initiative.

2. What solution are you proposing?

The commitment implies the **establishment of an electronic people's initiative through the creation of a service on the eGovernment Portal https://euprava.gov.rs, which will enable citizens to exercise their right to people's initiative electronically.**

3. What results do we want to achieve by implementing this commitment?

By establishing an electronic people's initiative, citizens will be able to exercise their constitutional right and support the submitted people's initiative in a significantly simpler and more efficient way, with the investment of incomparably smaller amount of resources than before. By simplifying the procedure itself, citizen participation is simultaneously encouraged at all levels of the government, while the citizens are encouraged to directly participate in decision-making processes and the creation of public policies and normative solutions in the wider and narrower community in which they live.

COMMITMENT ANALYSIS

Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	N/A
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	N/A

3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The commitment directly encourages greater and better participation of citizens in decision-making, enabling them to get involved in these processes in a quick, simple and easy way, while reducing the consumption of time and other resources.

<table>
<tr><th colspan="6">COMMITMENT PLANNING
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<tr><td>Milestones (Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve)</td><td>Expected Outputs (Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented))</td><td>Expected Completion Date</td><td colspan="3">Stakeholders</td></tr>
<tr><td rowspan="4">1. Development of a technical specification for the establishment of an electronic people's initiative</td><td rowspan="4">Developed technical specification for the establishment of an electronic people's initiative</td><td rowspan="4">IV quarter of 2023</td><td colspan="3">Lead:
ITE</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td>MPALSG</td><td></td><td></td></tr>
<tr><td rowspan="4">2. Establishing an electronic people's initiative through the creation of a service on the eGovernment Portal https://euprava.gov.rs</td><td rowspan="4">A service has been established for the purpose of implementing an electronic people’s initiative on the eGovernment Portal https://euprava.gov.rs</td><td rowspan="4">I quarter of 2024</td><td colspan="3">Lead:
ITE</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
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<tr><td>MPALSG</td><td></td><td></td></tr>
</table>

Number and Name of the Commitment	**2. Towards better citizens’ participation in the drafting of regulations and public policy documents**
Brief description of the Commitment	This commitment seeks to look at the possibilities and further directions of improving the quality of public participation in the drafting of regulations and public policy documents. Such a goal will be achieved through a **comprehensive overview of the current situation and its causes, as well as through comparative practices, followed by consideration and definition**

	of further steps, in accordance with the accepted findings of the conducted analysis by the competent authorities.		
Commitment Lead	Ministry for Human and Minority Rights and Social Dialogue (MHMRSD)		
Supporting Stakeholders	**Government**	**Civil Society**	**Other partners (Parliament, private sector, etc.)**
	General Secretariat[of the Government of the Republic of Serbia (GS), Republic Secretariat for Legislation (RSL), Ministry of Public Administration and Local Self-Government (MPALSG), Public Policy Secretariat of the Republic of Serbia (PPS)	Interested CSOs	
Period Covered	II quarter of 2024 - III quarter of 2025		

PROBLEM DEFINITION
1. What problem does the commitment aim to address? Despite the significant efforts and progress made in recent years to improve the participation of citizens and interested public in the process of drafting regulations and public policy documents, the practice in this area is still inconsistent. Such practice is reflected in the different degrees and ways of applying the existing mechanisms for citizens' participation by public administration bodies, but also in the variation of overall results which are achieved in this area at the level of the entire state administration system.[68] Interventions in the normative framework, starting from 2018, have created legal conditions for the equal and fair participation of all stakeholders in these processes from the earliest stage, instead of the previous possibility of participation only in the final stages through the institute of public debates. As described below (see the section related to previous efforts to solve the problem), since 2018, new public participation mechanisms have been standardized and introduced – the announcement of the commencement with the work on the regulation/public policy document, consultations and the possibility of participation of stakeholders in working groups for drafting regulations and public policy documents. Nevertheless, after five years of application of the existing legal framework, the inconsistent practice indicates the need to review its effects and consider the possibilities and options which would bring further development of citizens' participation in the drafting of regulations and public policy documents.
2. What are the causes of the problem? The main causes of the described problem, as well as potential solutions, should be identified

[68] Please see: Annual statistics on the implementation of consultations in the preparation of regulations and public policy documents: https://pujprr-monitoring.mduls.gov.rs/statistike.html?depth=2&jnodeId=732&tab=indikator&sid=86850.

precisely by the implementation of this commitment, in the manner described in the section *Commitment description*.

On the other hand, the previous experience of the public administration bodies, under whose purview is the subject matter, shows that some of the causes of the problem can be found in the complexity and dispersion of the normative framework in several regulations, which makes it difficult for the public administration bodies to apply it more efficiently. Also, there is a noticeable lack of professional and staffing capacities of public administration bodies in this area, as well as the need to strengthen awareness and understanding of the importance of citizens' participation in the drafting of regulations and public policy documents. Finally, practice has shown that consultations and public debates remain logically and substantively unrelated, even though they refer to the same set of documents - regulations and public policy documents - and that finding an adequate solution to link these two processes, but also to further improve them, should be considered.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

As stated in the definition of the problem, in recent years the Government of the Republic of Serbia has made significant efforts to improve public participation in the processes of drafting of regulations and public policy documents, striving to improve both the normative framework and the practice itself. In this sense, starting from 2018, new and amended existing regulations governing this matter have been adopted, namely: The Law on the Planning System and the accompanying Regulation on the Methodology of Public Policy Management, Impact Analysis of Public Policies and Regulations, and the Content of Individual Public Policy Documents, the amendments to the Law on State Administration and the accompanying Rulebook on Good Practice Guidelines for Exercising Public Participation in the Drafting of Laws and Other Regulations and Acts, and the Guidelines for the inclusion of Civil Society Organisations in the Working Groups for Drafting Public Policy Documents and Regulation Proposals. In addition, in December 2021, the national eConsultations Portal (https://ekonsultacije.gov.rs/) was launched as a unique platform which enables the participation of all stakeholders in the processes of drafting regulations and public policy documents, under equal conditions, in electronic form.

With the aforementioned interventions, based on changes in the normative framework, the public administration bodies have made significant progress in terms of introducing the consultations process, as a new mechanism of citizen participation, which until then had not been regulated and was based only on the good practice of certain bodies. At the same time, the process of conducting public debates remained organized in the same way as before the process of organizing consultations. In addition, the improved legal framework had also established two new mechanisms for participation of the interested public in the preparation of regulations and public policy documents – the announcement of commencement with the work on a regulation/public policy document and the possibility of participation of stakeholders in working groups for the preparation of regulations/public policy documents.

The described results were acknowledged in the latest Progress Report of the Republic of Serbia for 2022, in which it was noted that "the scope of public consultations was improved", but that it is necessary to improve the quality control of these processes and ensure the systematic publication of information on the conducted consultations and public debates.[69]

[69] Progress Report of the Republic of Serbia for 2022, link: https://www.mei.gov.rs/upload/documents/eu_dokumenta/godisnji_izvestaji_ek_o_napretku/Serbia_Report_2022_SR.%5B1%5D.pdf.

Taken as a whole, the aforementioned solutions enabled the participation of the interested public from the earliest stages of drafting regulations and public policy documents, unlike previous solutions which only recognized participation through public debates, in the final stages of this process.

2. What solution are you proposing?

Starting from the described problem, and the need to precisely identify its causes and potential solutions, as a first step within this commitment, the proposal is to **conduct a comprehensive comparative analysis which would include the solutions concerning these processes applied by the surrounding countries (Slovenia, Croatia, BiH, Montenegro and North Macedonia, whose legal systems were created on the legacy of the legal system of the SFRY) and three other member states of the European Union, whose legal systems, viewed mutually, did not originate from one of the so-called large legal systems, but from different ones**. Taking into account the experiences of the aforementioned countries, as well as the current state of domestic legislation and practice, the analysis would offer certain options/recommendations for further improvement of the process of public participation in the drafting of regulations and public policy documents.

As part of the second step, the public administration bodies under whose purview are the issues related to public participation in the drafting of regulations and public policy documents, and which are designated as the bearers of the implementation of this commitment, would consider the findings and recommendations of the conducted analysis and propose further development directions and measures for improving the situation in the subject area.

3. What results do we want to achieve by implementing this commitment?

The implementation of the commitment seeks to improve the existing situation regarding the citizens' participation in the drafting of regulations and public policy documents, with a focus on reviewing and considering all available options offered by comparative practice, which would be acceptable from the aspect of the national legal system.

COMMITMENT ANALYSIS	
Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help citizens in accessing information and data? How will it make the Government more transparent for citizens?*	By taking steps towards reviewing and improving the conditions for citizens' participation in the drafting of regulations and public policy documents, the decision-making process itself would become more transparent and "open" for citizens.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	Improving the conditions for citizens' participation in the drafting of regulations and public policy documents will enable better control and insight into the work of public administration bodies and the Government by citizens, so the issue of accountability, in this sense, will always be in focus as one of the key issues.
3. How will the the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and*	Based on the identification of the key causes of the problem and the selection of adequate solutions for solving them, a better and more efficient framework shall be created for the citizens' participation in the drafting of regulations and public policy documents.

citizen groups?	

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<tr><td rowspan="4">1. Development of a comprehensive comparative analysis, with recommendations for improving public participation in the drafting of regulations and public policy documents in the Republic of Serbia</td><td rowspan="4">A conducted comprehensive comparative analysis, with recommendations for improving public participation in the drafting of regulations and public policy documents in the Republic of Serbia</td><td rowspan="4">I quarter of 2025</td><td colspan="3"><u>Lead</u>:
MHMRSD</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td>GS, RSL, MPALSG, PPS</td><td>Interested CSOs</td><td></td></tr>
<tr><td rowspan="4">2. Consideration of the findings of the analysis by the competent public administration bodies</td><td rowspan="4">Considered findings of the analysis by the competent public administration bodies in order to propose further development directions for improving the situation in the subject area</td><td rowspan="4">III quarter of 2025</td><td colspan="3"><u>Lead</u>:
MHMRSD</td></tr>
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</table>

Number and Name of the Commitment	**3. Improving the transparency of monitoring submitted initiatives from citizens and businesses**
Brief description of the Commitment	By implementing this commitment, **an Overview of submitted initiatives from citizens and businesses for the amendment of ineffective regulations, ineffective administrative procedures or the creation/amendment of public policy documents will be established, made publicly available and periodically updated**, which will contain the information on: • the subject and essence of the initiative (summary of the initiative), • the regulation, administrative procedure or public policy document to which the initiative refers, • the status of the initiative, and

<table>
<tr><td></td><td colspan="3">• the response/action of the competent authority in relation to the submitted initiative (summary of the actions of the competent authority).
An additional step in the direction of raising the level of transparency in this segment will include the publication of the said Overview in a machine-readable format, on the Open Data Portal.</td></tr>
<tr><td>Commitment Lead</td><td colspan="3">Public Policy Secretariat of the Republic of Serbia (PPS)</td></tr>
<tr><td rowspan="2">Supporting Stakeholders</td><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc.)</td></tr>
<tr><td>Office for Information Technologies and eGovernment (ITE)</td><td></td><td></td></tr>
<tr><td>Period Covered</td><td colspan="3">II quarter of 2024 – II quarter of 2025</td></tr>
</table>

PROBLEM DEFINITION

1. What problem does the commitment aim to address?

The Law on the Planning System of the Republic of Serbia ("Official Gazette of the RS", No. 30/2018), Article 30, stipulates that "an initiative to amend, prepare and adopt public policy documents may also be submitted to an authorised proposer by public authorities and organisations, local government authorities and organisations, and citizens, business entities, civic associations and other CSOs, science, research and other organisations in respect of which the public policy is implemented." In addition, the provisions of the aforementioned article provide that the said initiatives can be submitted to the competent public administration body "through the public administration body in charge of public policy coordination, which shall process the initiative and forward it to a competent public administration

body for further action". On the other hand, Article 4 of the Law on the Register of Administrative Procedures ("Official Gazette of the RS", No. 44/2021) stipulates that the Register in question "is established and managed by the public administration body responsible for performing professional tasks related to the implementation of regulatory reform and the analysis of the effects of regulations", and that managing the Register, among other things, also includes "collecting and processing initiatives for amending ineffective regulations governing the procedures entered into the Register, with the aim of simplifying such procedures". Finally, Article 38 of the Law on Ministries ("Official Gazette of the RS", No. 128/2020, 116/22) stipulates that PPS, among other things, collects and processes the aforementioned initiatives.

Although an electronic form for submitting initiatives, as well as an overview of initiatives that have been submitted, has been established on the PPS website at the following link https://rsjp.gov.rs/cir/izmena-neefikasnih-propisa/, practice has shown that there is public interest to make more information about the submitted initiatives publicly available, especially in the part related to the subject of the initiative and the actions of the competent authority, which are currently not available within the scope of the overview.

2. What are the causes of the problem?

Bearing in mind that the possibility to submit initiatives by citizens and businesses is a relatively new mechanism, introduced in the last few years at the time of establishing the overview of submitted initiatives, it was not possible to foresee all the information that could be

of interest to the public in this domain. However, the evident increase in public interest concerning the insight into initiatives from citizens and businesses submitted to PPS led to the need to make information about the initiatives in question available to all target groups and stakeholders in a larger volume compared to the overview that was initially created.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

As pointed out in the description of the problem, in accordance with the stated legal basis, PPS has established an electronic form on its website, at the following link https://rsjp.gov.rs/cir/izmena-neefikasnih-propisa/, through which all stakeholders can submit three types of initiatives – for the amendment/drafting of a public policy document, for the amendment of ineffective regulations, as well as for the amendment of ineffective administrative procedures. Also, at the same place, an overview of submitted initiatives has been established, which contains the following information: the code of the initiative, the name and code of the administrative procedure to which the initiative refers, the regulation that is being amended and the status of the initiative. In this way, the public was given insight into the initiatives submitted and processed by PPS, which, based on the expressed interest, should be improved by publishing additional information.

2. What solution are you proposing?

In order to make more information publicly available, as part of the implementation of the commitment, an overview of submitted initiatives will be **established in the form of a report/table with more detailed information on all submitted initiatives**, which will contain information on:

- the subject and essence of the initiative (summary of the initiative),
- ineffective regulation, ineffective administrative procedure or public policy document to which the initiative refers,
- the status of the initiative, and
- the response/action of the competent authority in relation to the submitted initiative (summary of the actions of the competent authority).

The overview created will be published on the PPS website, in the section related to initiatives from citizens and businesses, at https://rsjp.gov.rs/cir/inicijative-privrede-i-gradjana/, and will be regularly updated, in accordance with changes in relation to already existing initiatives or due to the submission of new ones.

An additional step in the direction of raising the level of transparency in this segment will include the publication of the said Overview in a machine-readable format, on the Open Data Portal.

3. What results do we want to achieve by implementing this commitment?

By implementing this commitment, the aim is to improve the transparency of the monitoring of submitted initiatives from citizens and businesses, especially in the part that is of particular interest to the public, which concerns the subject of the initiative itself and the actions of the competent authorities. In addition to the fact that a larger volume of information will be made available to the public, the new overview, with more detailed information, will prevent the submission of multiple initiatives on the same topic and will enable stakeholders to be informed about the positions of the competent authorities on certain issues which may be of importance to them.

COMMITMENT ANALYSIS

Questions	Answers

	(if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	By implementing this commitment, a larger volume of information related to initiatives from citizens and businesses submitted to PPS shall be made publicly available, especially in the part which concerns the subject of the initiative and the actions of competent authorities, which are of particular interest to the public. In this way, the transparency of the administration's actions in this segment of work shall be directly increased.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	The fact that information on the actions of the competent authorities on the submitted initiatives will be publicly available will indirectly affect the level of their accountability.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	N/A

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(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented)</td><td>Expected completion date</td><td colspan="3">Stakeholders</td></tr>
<tr><td rowspan="4">1. Establishing an overview of submitted initiatives from citizens and businesses with information that is of particular interest to the public, which are listed in the description of the commitment</td><td rowspan="4">An overview of submitted initiatives from citizens and businesses with information that is of particular interest to the public, which are listed in the description of the commitment, is available on the PPS website (https://rsjp.gov.rs/cir/izmena-neefikasnih-</td><td rowspan="4">IV quarter of 2024</td><td colspan="3"><u>Lead</u>:
PPS</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td></td><td></td><td></td></tr>
</table>

	propisa/) and is periodically updated				
2. Publication of an overview of submitted initiatives from citizens and businesses with information that is of particular interest to the public, which are listed in the description of the commitment, on the Open Data Portal (https://data.gov.rs/sr/)	An overview of submitted initiatives from citizens and businesses with information that is of particular interest to the public, which are listed in the description of the commitment, is available at the Open Data Portal (https://data.gov.rs/sr/) and is periodically updated	II quarter of 2025	**Lead**: PPS		
			Supporting Stakeholders		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			ITE		

Number and Name of the Commitment	**4. Achieving greater transparency in respect of spending of budget funds through the improvement of the competitive procedure for awarding funds to civil society organizations**		
Brief description of the Commitment	By implementing this commitment, the aim is to improve the overall transparency of the funding of CSOs from budget funds in all segments of this process. Such a result can be achieved primarily by conducting an adequate **review of the existing situation and analysis of the needs for improvement, taking into account the views and suggestions of all the relevant stakeholders and target groups, followed by appropriate interventions in the normative framework governing this area**.		
Commitment Lead	Ministry for Human and Minority Rights and Social Dialogue (MHMRSD)		
Supporting Stakeholders	**Government**	**Civil Society**	**Other partners (Parliament, private sector, etc.)**
	All public administration bodies and local self-government units which allocate budget funds to civil society organizations	Standing Conference of Towns and Municipalities Civic Initiatives (Commitment proposer) Other interested CSOs	
Period Covered	II quarter of 2024 – II quarter of 2026		

PROBLEM DEFINITION

1. What problem does the commitment aim to address?

The legal basis for funding associations and other CSOs from budget funds is contained in Article 38 of the Law on Associations ("Official Gazette of the RS", No. 51/2009 and 99/2011 – other laws), while the detailed criteria, conditions, scope, method, award procedure, as well as the method and procedure of refunding funds for incentive programmes or a missing part of funding for programmes of public interest are elaborated in more detail by the Regulation on Funds to Incent Programmes or a Missing Part of Funding for Programmes of Public Interest implemented by Associations ("Official Gazette of the RS", No. 2016/18). With the adoption of the new Regulation in 2018, significant steps were taken in the direction of improving the normative framework in this area, and the basis was laid for raising the level of transparency concerning the allocation of budget funds to associations in practice.

Although certain segments of this process have obviously been improved, during the five-year period of application of the Regulation (2018-2023) it was observed that there is a need to review the effects of existing normative solutions, bearing in mind that practice shows inconsistency in the behaviour of providers of funds, as well as inconsistency in the application of existing legal norms. This is supported by the experiences and attitudes of public administration bodies which allocate funds to associations following the prescribed legal procedure, as well as by CSOs which are financed from budget funds or which monitor their allocation processes.

In this sense, the key segments of the budget funds allocation process where there is room for further improvement, and which need to be considered in detail within the implementation of the commitment, are: more detailed regulation of individual stages of the competition process; prioritization of areas of public interest against community needs; specification of the criteria on the basis of which the programmes/projects to be supported are selected and their adaptation to sectoral policies; more detailed regulation of the working methods and composition of the competition commission, as well as the selection of representatives of the academic community in these commissions; additional regulation of the process of monitoring and reviewing the results of implemented programmes/projects, as well as the evaluation of the competition cycle itself; additional editing of the content of the Public Call in the direction of mandatory elements which must be specified in the tender documentation; improvement of competition documentation, forms for reporting on implemented programmes, methods of conducting monitoring visits and publishing the results of projects and programmes, as well as of the entire competition, which would facilitate the procedure of applying to competitions, and later, reviewing the achieved results.

2. What are the causes of the problem?

The main cause of inconsistent practice in the implementation of competitive funding of associations from budget funds can be linked to the fact that the coverage of the obligees of the Regulation is extremely broad; more precisely, the Regulation is applied at all levels of the government, whereby the providers of funds do not have equally developed capacities for the adequate implementation of all segments of planning, allocation and monitoring of the implementation of supported projects/programmes of public interest. Also, it is evident that certain legal provisions are not precise enough, and leave room for different interpretations, which results in the already mentioned inconsistent practice. Finally, practice has shown an unequivocal need to further regulate certain aspects in order to prevent fund providers from regulating certain segments of the process themselves in different ways.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

Over the past ten years, significant steps have been taken in regulating and standardizing the allocation of budget funds to CSOs. In this sense, the first Regulation on Funds to Incent Programmes or a Missing Part of Funding for Programmes of Public Interest implemented by Associations, which was adopted in 2012, had made major steps in this area, primarily through the introduction of the mandatory allocation of funds through a public tender. After five years of its application, work began on drafting the new Regulation, which was adopted in 2018, and which brought about an additional improvement of the legal framework in the subject area. Among other things, the said Regulation had raised the level of transparency of the process at all stages of the funding allocation procedure – from the planning stage, through the allocation of funds, to monitoring and reporting on the allocated support. The authorities were given the opportunity to, in accordance with available resources, evaluate the success of implemented programmes/projects, making the information about which associations were green-lighted for fund allocation and for which purposes available to the public. A particularly significant step forward was made with regard to the inclusion of civil society in the procedure itself, by providing an opportunity of engaging the academic community in the preparation of an analysis of success, quality and achievement of the programme's goals, as well as the possibility of appointing representatives of the academic community as members of the programme/project selection committee. The Regulation had also introduced the obligation to plan public tenders through the preparation of the Annual Plan for the announcement of public tenders, according to which the competent authorities are obliged to publish their Annual Plan on their official website by no later than 31 January and submit it to the Ministry of Human and Minority Rights and Social Dialogue, which prepares and publishes the annual calendar of all planned public competitions on its website. In this way, the degree of transparency of association funding from budget funds was improved from the earliest stage of the process.

However, despite the aforementioned developments in the normative framework, the practice, as described earlier in the commitment, remained largely inconsistent, as well as the application of certain provisions. In light of the aforementioned, it is evident that the five-year implementation of the current Regulation did not result in achieving the desired progress when it comes to the practice of providing financial support to civil society programmes/projects from budget funds, and that it is still insufficiently transparent. Certain, concrete challenges and needs for improvement of various segments of the procedure of allocation of funds during the previous years were indicated both by providers of funds (public administration bodies) and beneficiaries (CSOs).

2. What solution are you proposing?

Starting from the described problem, experiences from the practice of providers and beneficiaries of budget funds in this area, as well as the previous efforts which have been undertaken, the solution would first of all entail the **implementation of an appropriate analysis of the effects of the current application of the Regulation on Funds to Incent Programmes or a Missing Part of Funding for Programmes of Public Interest implemented by Associations** ("Official Gazette of the RS", No. 2016/18), in order to adequately assess all the shortcomings of the normative framework and its practical application. This *ex-post* analysis of effects would be carried out in a broad consultative process with all stakeholders and target groups (public administration bodies and CSOs) and would include, in addition to the analysis of the Regulation itself and domestic practice, an overview of relevant comparative practice in the region and benchmarks of EU Guidelines in the part related to the financing of CSOs from budget funds. The core of the analysis would concern the issues which have been identified within the previously described problem that the commitment deals with.

Based on the findings of the conducted analysis and given recommendations, further steps

would be taken in the direction of **amendments or the adoption of a new Regulation**. Accordingly, the directions of interventions in the existing normative framework, as well as the process of work and adoption of new legal solutions in the subject area, would be defined and specified within the process of mandatory revision of this Action Plan, which is scheduled for 2025.

3. What results do we want to achieve by implementing this commitment?

By implementing this commitment, the aim is to improve the overall transparency of the funding of CSOs from budget funds in all segments of this process. Such a result can be achieved primarily by conducting an adequate review of the existing situation and analysis of the needs for improvement, taking into account the views and suggestions of all the relevant stakeholders and target groups, followed by appropriate interventions in the normative framework governing this area. Following the adoption of new legal solutions, it is crucial to work on strengthening the capacities of both providers and beneficiaries of budget funds in this area, as well as on raising the awareness of the importance and essence of financial support to civil society in the prescribed manner.

COMMITMENT ANALYSIS	
Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	The commitment primarily contributes to the improvement of the fiscal transparency of administrative bodies, by improving the transparency of the process of allocation of budget funds in a specific area, allowing the interested public a better insight into the way in which budget funds are allocated and spent. In other words, a transparent procedure for allocating funds and accurate reporting on the volume of allocated funds, supported associations and their programmes/projects enables citizens' insight into the scope and purpose of allocating taxpayers' funds, which strengthens citizens' trust in the work of public administration, but also in the work of associations and other CSOs.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	The commitment also contributes to the strengthening of the system of fiscal accountability of public administration bodies, bearing in mind that improving the transparency of the process brings greater and better public insight into the way budget funds are allocated, which entails a greater degree of accountability of public administration bodies for their actions in the specific area. Additionally, by better informing of the general public about the expediency of spending public funds, the integrity and accountability in the work of state authorities is further encouraged and developed.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions?	Reviewing and possibly redefining the existing role of CSOs in the process of allocating funds would contribute to their more significant participation in decision-making, both in terms of funding priorities and

How will it proactively engage citizens and citizen groups?	in terms of their role in the selection of programmes/projects to be supported. Additionally, adequate reporting on allocated funds, their expenditure and the results achieved in this way represents the basis for encouraging and improving the cooperation between the public and civil sectors in the implementation of public policies and monitoring of the development of participation of the civil society sector in the implementation of set public policies.

<table>
<tr><th colspan="6">COMMITMENT PLANNING
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved)</th></tr>
<tr><th>Milestones
(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve)</th><th>Expected Outputs
(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented)</th><th>Expected completion date</th><th colspan="3">Stakeholders</th></tr>
<tr><td rowspan="4">1. Conducting an ex-post analysis of the effects of the previous implementation of the Regulation on Funds to Incent Programmes or a Missing Part of Funding for Programmes of Public Interest implemented by Associations, in accordance with the provisions of the Law on the Planning System of the Republic of Serbia</td><td rowspan="4">Conducted ex-post analysis of the effects of the Regulation on Funds to Incent Programmes or a Missing Part of Funding for Programmes of Public Interest implemented by Associations, which contains clear recommendations on further directions for improving the process of allocating budget funds to CSOs</td><td rowspan="4">II quarter of 2025</td><td colspan="3"><u>Lead</u>:
MHMRSD</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td>All public administration bodies-providers of funds</td><td>All interested CSOs

Standing Conference of Towns and Municipalities</td><td></td></tr>
<tr><td rowspan="4">2. Acting in accordance with the findings and recommendations of the ex-post analysis – the process of amending/creating a new Regulation on Funds to Incent Programmes or a</td><td rowspan="4">Amended/New Regulation on Funds to Incent Programmes or a Missing Part of Funding for Programmes of Public Interest implemented by Associations and</td><td rowspan="4">II quarter of 2026</td><td colspan="3"><u>Lead</u>:
MHMRSD</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td></td><td></td><td></td></tr>
</table>

Missing Part of Funding for Programmes of Public Interest implemented by Associations, and the adoption of a new one	published in the Official Gazette		All public administration bodies-providers of funds	All interested CSOs Standing Conference of Towns and Municipalities	

Number and title of the Commitment	**5. Proactive government - information "on click"**		
Brief description of the Commitment	This commitment implies the standardization of the content of the authorities' website,[70] through the definition of all types of information that must be published. In that direction, the mandatory content would be prescribed by **amendments to the Regulation on Detailed Conditions for the Creation and Maintenance of the Authorities' Websites**, based on the previous mapping of all types of information that the authorities are obliged to publish on their websites, in accordance with the current regulations, as well as in accordance with relevant international (comparative) standards, regarding the types of information that are available on the institutions' websites.		
Commitment Lead	Ministry of Public Administration and Local Self-Government (MPALSG)		
Supporting Stakeholders	**Government**	**Civil Society**	**Other partners (Parliament, private sector, etc.)**
	Office for Information Technologies and eGovernment (ITE)	Interested CSOs	
Period Covered	I quarter of 2024 - IV quarter of 2025		

PROBLEM DEFINITION
1. What problem does the commitment aim to address? Citizens' right to information is a constitutional category as established under Article 51 of the Constitution of the Republic of Serbia ("Official Gazette of the RS", No. 98/06 and 115/21), which stipulates that "everyone shall have the right to access information kept by State bodies and organizations with delegated public powers, in accordance with the law". This right is exercised in various ways, such as, among other things, notification through the media, access

[70] In accordance with Article 1 of Regulation on Detailed Conditions for the Creation and Maintenance of the Authorities' Websites, the authorities in question, in the sense of this commitment, are considered to be: State bodies and organizations, bodies and organizations of Autonomous Province, bodies and organizations of Local Self-Government Units, institutions, public enterprises, special bodies through which the regulatory function is exercised, and legal entities and natural persons with delegated public powers.

to information based on the Law on Free Access to Information of Public Importance ("Official Gazette of the RS", No. 120/04, 54/07, 104/09, 36/10, 105/21), by publishing data in machine-readable format, but also through websites of state authorities.

Adequate informing of citizens and other interested public through websites is one of the key mechanisms of proactive transparency, and it significantly contributes to exercising of the aforementioned right to information, but also reduces the so-called "reactive behaviour" of authorities, where information is provided at the stakeholders' request.

In this sense, Article 28 of the Law on eGovernment ("Official Gazette of the RS", No. 27/18) stipulates the commitment of authorities to create and maintain their websites, while the conditions for determining the domain, the accuracy and completeness of the contents of websites, the presentation of services that the authority provides, technical solution, functionality, accessibility, language and script, graphic solution, design, usability, availability, security, maintenance, updating and other issues related to the development of websites are regulated by the Regulation on Detailed Conditions for the Creation and Maintenance of the Authorities' Websites ("Official Gazette of the RS", No. 104/18).

However, practice, as well as analyses conducted by the civil society, show that the authorities act inconsistently when it comes to providing information through websites. In other words, there is no uniform practice when it comes to publishing information on websites - the volume and type of information that is available varies, both when dealing with the same types of authorities, as well as when dealing with websites that have the same structure (layout). Due to all of the aforementioned, it occurs in practice that the websites of the authorities do not contain the same types of information, whereby some proactive institutions publish work plans, work reports, integrity plans, reports on the implementation of integrity plans, annual reports on public procurement, information on the salaries of civil servants and public officials and other information of importance for informing the public about their work, while others fail to do so, or do so to a lesser extent, by publishing the minimum amount of information referred to by the commitment to prepare their Work Information Booklet. Additionally, even when available, such information is not found in the same or similar sections of websites of different authorities, which further complicates its availability and access.

The indicated problem has also been acknowledged in the Public Administration Reform Strategy in the Republic of Serbia for 2021-2030 ("Official Gazette of the RS", No. 42/21 and 9/22), which, within the scope of Objective 6, envisages the following: "Improvement of the proactive publication of data held by public administration bodies;". Moreover, the annual reports of the Commissioner for Information of Public Importance and Personal Data Protection show that the number of complaints to this institution have been increasing significantly with each year, as a result of insufficient proactive transparency of public authorities.[71]

2. What are the causes of the problem?

The main cause of the problem is reflected in the lack of clear standards and obligations regarding the type of information that should be proactively published. On the one hand, the Regulation on detailed conditions for the creation and maintenance of the authorities' websites does not regulate the contents of websites in more detail, in terms of information that should be available on the website, whereas Article 5 only establishes that the contents should be 1) updated, accurate and complete; 2) archived; 3) open for the purpose of availability of information published by authorities; 4) consisting of clear logical units, which should include data and information, created during the body's work; and 5) in a machine-readable form. On the other hand, the obligation to publish various types of information and documents is

[71] Report of the Commissioner for Information of Public Importance and Personal Data Protection for 2022, link: https://www.poverenik.rs/images/stories/dokumentacija-nova/izvestajiPoverenika/2022/Godi%C5%A1nji_izve%C5%A1taj_2022_-_16_03_2023.pdf.

prescribed by numerous (sectoral) regulations, which further complicates adequate implementation and makes this area unsystematically regulated. One of the consequences of the described situation is the constant increase in the number of requests for free access to information of public importance, given that the stakeholders sometimes simply cannot find the desired information, even when such information has been published, and use the mechanism of submitting requests for free access to information of public importance.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

In order to improve the proactive transparency of public authorities, the obligation to enter work-related information into the Unified Information System of Information Booklets, which is available on the Commissioner's website (link: https://informator.poverenik.rs/pristup) and created in accordance with the provisions of the Law on Free Access to Information of Public Importance. The said Information System, which has been in use since 2022, enables every stakeholder to be informed in one place about the work of all entities subjected to the law. In addition, the Open Data Portal has been operational since 2017 (link: https://data.gov.rs/sr/) as a central place where various subjects, including state authorities, publish data generated in their work in a machine-readable format. The number of institutions that publish data in this way, as well as the number of data sets and resources, is constantly growing year by year. Also, as described earlier, the legal framework sets technical standards and certain content elements of websites. Finally, the Office for Information Technologies and eGovernment (ITE) has been trying to unify the structure and appearance of the authorities' websites in recent years, which is visible on the example of newly established institutions whose websites are largely standardized in this domain.

2. What solution are you proposing?

As the proactive publication of information is not precisely regulated in the domestic legislation, while the provisions on the publication of information on websites are scattered throughout several laws and by-laws, it is necessary to systematize in one place all the obligations of the authorities regarding the publication of information of public importance on the websites. In this way, the standardization of information that the authorities proactively publish would be carried out, especially in absence of explicit legal provisions, but also with the aim of reducing reactive behaviour as regards requests for access to information of public importance.

In this sense, it is necessary, by analysing the current regulations, to first perform the mapping of all types of information which the authorities are required to publish on websites, in accordance with the provisions of various regulations, but also to consider comparative practice and other relevant international standards regarding the types of information that are available on websites of state authorities in other countries.

The mapped state would be the basis for **amendments to the Regulation on Detailed Conditions for the Creation and Maintenance of the Authorities' Websites, which would prescribe the mandatory content of websites and define the way of monitoring the compliance of websites with the aforementioned amendments**.

3. What results do we want to achieve by implementing this commitment?

The amendments to the Regulation on Detailed Conditions for the Creation and Maintenance of the Authorities' Websites will be an important step towards standardization of the content of websites of administrative bodies, bearing in mind the effort to define all mandatory content for publication in one place. At the same time, it strives for uniformity of the authorities' websites not only in terms of content, but also in terms of appearance, i.e. structure. As the final

outcome, the implementation of this commitment shall raise the level of overall transparency of the authorities, as well as facilitate access to all relevant information for citizens and other interested public, which is the ultimate goal.

COMMITMENT ANALYSIS	
Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	By mapping, systematizing, defining and standardizing in one place, i.e. under a single regulation, the necessary foundation for standardizing practice regarding the contents of the authorities' websites is laid. In this way, on the one hand, the expectation is to increase the transparency in terms of volume and type of information about the work of the authorities, while, on the other hand, the availability of such information to citizens and all other stakeholders is facilitated. At the same time, not only does the commitment represent a measure for strengthening proactive transparency, but it also takes steps towards reducing and preventing reactive transparency, which is reflected in the significant number of requests for access to information of public importance which the institutions receive.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	By standardizing the contents of websites of administrative bodies, i.e. by prescribing the publication of the same types of information by all administrative bodies in one place, a higher quality of monitoring by both the public and competent bodies over their work is enabled. The increase in the accountability of administrative bodies in terms of fulfilling legal obligations related to the publication of certain contents on websites, as well as an increase in general accountability for one's own work, are also linked to this.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The commitment will also indirectly affect the conditions for citizens' participation in decision-making, given that adequate, complete and timely information from the institutions is a necessary precondition for citizen participation.

COMMITMENT PLANNING *(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved)*			
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented)*	**Expected completion date**	**Stakeholders**

<table>
<tr><td rowspan="4">1. Mapping of contents (all types of information) that authorities are required to publish on websites, in accordance with current regulations, and consideration of comparative practice and other relevant international standards in this area</td><td rowspan="4">Prepared overview of all types of information that authorities are required to publish on websites, in accordance with current regulations, and of other information, in accordance with comparative standards and practice</td><td rowspan="4">III quarter of 2024</td><td colspan="3"><u>Lead</u>:
MPALSG</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td>ITE</td><td>Interested CSOs</td><td></td></tr>
<tr><td rowspan="4">2. Formation and work of the Working Group for the preparation of the Draft Regulation on Detailed Conditions for the Creation and Maintenance of the Authorities’ Websites, in the direction of prescribing the mandatory contents of websites</td><td rowspan="4">Decision on the formation of the Working Group

Prepared Draft Regulation on Detailed Conditions for the Creation and Maintenance of the Authorities’ Websites</td><td rowspan="4">III quarter of 2025</td><td colspan="3"><u>Lead</u>:
MPALSG</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td></td><td></td><td>Working Group for the preparation of the Draft Decree on Amendments to the Decree</td></tr>
<tr><td rowspan="4">3. Adoption of amendments to the Regulation on Detailed Conditions for the Creation and Maintenance of the Authorities’ Websites, in the direction of prescribing the mandatory contents of</td><td rowspan="4">Amendments to the Regulation on Detailed Conditions for the Creation and Maintenance of the Authorities’ Websites are adopted and published in the</td><td rowspan="4">IV quarter of 2025</td><td colspan="3"><u>Lead</u>:
MPALSG</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td></td><td></td><td></td></tr>
</table>

websites	Official Gazette				

Number and Name of the Commitment	**6. Improving the transparency of the work of the Government of the Republic of Serbia**		
Brief description of the Commitment	During the first two years of implementation of the Action Plan, the commitment entails the preparation and consideration of the findings of a comprehensive comparative analysis on the various elements of publicity of the work of governments in the region and selected Member States of the European Union, primarily with regard to the manner and scope in which acts/documents, which are created within the framework of the decision-making process, are published. The aforementioned analysis would serve as a basis for possibly undertaking further concrete activities in the direction of improving the transparency in the work of the Government of the Republic of Serbia, which would be defined during the mandatory revision of this Action Plan.		
Commitment Lead	General Secretariat of the Government of the Republic of Serbia (GS)		
Supporting Stakeholders	**Government**	**Civil Society**	**Other partners (Parliament, private sector, etc.)**
	Republic Secretariat for Legislation (RSL)		
Period Covered	II quarter of 2024 – II quarter of 2025		

PROBLEM DEFINITION

1. What problem does the commitment aim to address?

Publicity of the work of the Government of the Republic of Serbia is governed by the provisions of the Law on Government ("Official Gazette of the RS", No. 55/05, 71/05 - corrigendum, 101/07, 65/08, 16/11, 68/12 - CC decision, 72/12, 7/14 - CC decision, 44/14 and 30/18 - other law), as well as the corresponding provisions of the Government Rules of Procedure ("Official Gazette of the RS", No. 61/06 - consolidated text, 69/08, 88/09, 33/10, 69/10, 20/11, 37/11, 30/13, 76/14 and 8/19 - other decree). The aforementioned regulations have established that the work of the Government is public and is ensured through press conferences, online presentations by the Government and public administration bodies, press releases and other information and telecommunication means. The Office for Media Relations takes care of the publicity of the work of the Government and public administration bodies, while the Prime Minister and the Director of the Office for Media Relations inform the public about the work and decisions of the Government, i.e. the Deputy Prime Ministers and Ministers inform the public about the Government's decisions from their sphere of competence. When it comes to public Government sessions, the current regulations provide that journalists and other representatives of the public, as a rule, do not attend Government sessions, and that presentations by members of the Government and other participants in the work of the

Government sessions are considered an official secret of strict confidentiality, provided that the Prime Minister does not order otherwise in a specific case. [72]

In practice, informing about the Government's work is realized, as a rule, through regular press conferences held after Government sessions, press releases, as well as by publishing information on the Government's website (link: https://www.srbija.gov.rs/), including individual acts/documents adopted by the Government at its sessions.

In this regard, in recent years there has been an increased interest of the public, especially the media and civil society, in terms of the volume of information, and especially concerning the scope and systematisation of acts/documents adopted by the Government, which, following their adoption, are published on the Government's website and thus become publicly available.

2. What are the causes of the problem?

The website of the Government of the Republic of Serbia, in the section dedicated to the Government sessions in the current mandate (link: https://www.srbija.gov.rs/dokument/676950/sednice-vlade-za-vreme-mandata-vlade-republike-srbije-izabrane-26-oktobra-2022-godine-dokumenti-sa-sednica-odrzanih-2023-godine.php), contains the Government sessions in the current mandate (from the first to the last session held) arranged in chronological order, within which individual adopted acts/documents such as certain legislative proposals with explanations, adopted decrees/regulations, public policy documents, and personnel solutions are available. However, it is noticeable that there is public interest in the publication of a wider range of acts/documents compared to those for which there is already an established practice, such as conclusions made by the Government or explanations to by-laws (especially decrees/regulations). Also, as the transparency of the Government and public administration bodies is a very important segment of the reform processes being implemented, it was noted that there is room for possible improvement in other aspects, in addition to the already mentioned publication of documents.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

As stated above, the publicity of the work of the Government of the Republic of Serbia is ensured in several ways, which are provided for by the Law on Government and the Government Rules of Procedure. In practice, activities in this regard include regular press conferences held every Thursday, following a Government session. Also, the public is informed about the work of the Government via the live broadcast of press conferences from the Press Room of the Government of the Republic of Serbia, and an archive of sound and video recordings from press conferences in the Government of the Republic of Serbia has been established for journalists, and is available on the Government's website (link: https://www.srbija.gov.rs/dokument/312646/audio-pres.php).

In order to improve the transparency of the Government and bring its work closer to the citizens, a new website of the Government of the Republic of Serbia was launched in 2018 (link: https://www.srbija.gov.rs/) which presents the work of the Government itself to the public in a significantly simpler and more transparent way. In addition to a number of other pieces of information which are of importance or may be of interest to the public, the Government's website contains special sections where various information created in the work of the Government are made available, as well as certain acts/documents adopted by the Government – the *Documents* section (link: https://www.srbija.gov.rs/dokumenti/2430) and the *Government Sessions* section (link: https://www.srbija.gov.rs/dokument/676950/sednice-vlade-za-vreme-mandata-vlade-republike-srbije-izabrane-26-oktobra-2022-godine-dokumenti-sa-

[72] Government Rules of Procedure, Article 93-96

sednica-odrzanih-2023-godine.php).

Finally, for the needs of the Government, the General Secretariat of the Government creates a Work Information Booklet, which is publicly available since 2022 within the Unified Information System of Work Information Booklets at the following link: https://informator.poverenik.rs/informator?org=6PfvWP8TkotZEKxy9.

2. What solution are you proposing?

In order to have a comprehensive overview of the current situation, but also to identify room for further improvement when it comes to the transparency of the Government's work, it is necessary to **conduct an appropriate comparative analysis which would provide an overview of the solutions applied in this area by neighbouring countries (Slovenia, Croatia, BiH , Montenegro and North Macedonia, whose legal systems were created on the legacy of the legal system of the SFRY) and three other member states of the European Union, whose legal systems, viewed mutually, did not originate from one of the so-called large legal systems, but from different ones.**

Conducting such an analysis would be a necessary **initial step for specifying further steps in the direction of improving the existing situation, and possibly expanding the range of acts** that are published on the Government's website following their adoption, such as, for example, certain conclusions of the Government that are of particular interest to the public, as well as the explanations to the decrees/regulations, especially those that are of a more complex nature and of particular interest to the public, whereby the text of the decree/regulation itself, due to its narrow expertise, is not sufficiently receptive to the general public.

In addition to the aforementioned, one must point the continuation of the good practice of live tv broadcasts of Government sessions, namely those of a thematic nature, where issues of immediate importance to the general public are discussed.

3. What results do we want to achieve by implementing this commitment?

By developing and considering the findings of the proposed analysis, comparative practice in the subject area will be reviewed, which will serve as a basis for possibly undertaking further concrete activities in the direction of improving the transparency in the work of the Government of the Republic of Serbia, which would be defined during the mandatory revision of this Action Plan.

COMMITMENT ANALYSIS	
Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	By conducting the appropriate analysis, as well as possible further steps in accordance with the accepted findings, direct access to a wider range of information on the work of the Government and acts/documents that are created within the decision-making process shall be enabled. A special contribution would be reflected in the fact that the aforementioned information and data would be centralized, i.e. would be available to citizens in one place, which facilitates access to information.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation*	Potentially enabling a larger range of available information and acts/documents would automatically contribute to the further development of the accountability system, considering that, in this way, the Government's work would be more accessible for

is progressing? How will it support transparent monitoring and evaluation systems?	monitoring.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	N/A

COMMITMENT PLANNING *(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved)*					
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented)*	**Expected completion date**	**Stakeholders**		
1. Conducting a comparative analysis of standards and mechanisms for ensuring the publicity of the Government's work, with recommendations for improvement	Conducted comparative analysis of standards and mechanisms for ensuring the publicity of the Government's work, with recommendations for improvement	I quarter of 2025	**<u>Lead</u>:** GS		
			<u>Supporting Stakeholders</u>		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			RSL		
2. Consideration of the findings of the conducted analysis and definition of specific activities, in accordance with the accepted recommendations	Defined concrete activities in the direction of further improvement of the transparency in the work of the Government	II quarter of 2025	**<u>Lead</u>:** GS		
			<u>Supporting Stakeholders</u>		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			RSL		

Number and Name of the Commitment	**7. Open government for a better quality of life for persons with disabilities**
Brief description of the Commitment	This commitment implies the **drafting of an (informative) Support Map for Persons with Disabilities (PWDs), based on the visualization of machine-readable data of importance for the daily life of PWDs**, namely: • about the contact points of all Centers for Social Work in the Republic of Serbia and their physical accessibility for PWDs,

<table>
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about the contact points of all registered social enterprises,
about the contact points of all enterprises offering professional rehabilitation and employment of PWDs,
about the contact points of all active associations and unions that achieve goals in areas of importance for PWDs,
about the contact persons in the procedure for exercising the right to a value added tax refund for the import of motor vehicles,
about the contact points of training providers for PWDs, with a decision on approval for the implementation of professional rehabilitation measures and activities,
about the contact points of the National Employment Service relevant for the employment of PWDs,
about the allocated budget funds based on the Law on Professional Rehabilitation and Employment of Persons with Disabilities.

For the purpose of creating the Map, the competent authorities will previously collect, standardize and publish the aforementioned data in a machine-readable format on the Open Data Portal (https://data.gov.rs/sr/). The creation of the aforementioned Map, which will be available on the website of the Ministry of Labour, Employment, Veteran and Social Affairs (https://www.minrzs.gov.rs/sr), will enable PWDs, as well as all other interested citizens, to gain information about available support mechanisms in the entire territory of the Republic of Serbia in one place and in a quick, simple, easily accessible and understandable way.
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<tr><td>Commitment Lead</td><td colspan="3">Ministry of Labour, Employment, Veteran and Social Affairs (MoLEVSA)</td></tr>
<tr><td rowspan="2">Supporting Stakeholders</td><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc.)</td></tr>
<tr><td>Office for Information Technologies and eGovernment (ITE)
Business Registers Agency (BRA)
National Employment Service (NES)</td><td></td><td></td></tr>
<tr><td>Period Covered</td><td colspan="3">I quarter of 2024 – IV quarter of 2025</td></tr>
</table>

PROBLEM DEFINITION
1. What problem does the commitment aim to address? Persons with Disabilities's (PWD's) protection is one of the most sensitive and specific elements of social development, economic and, above all, social policy in general.[73] As part of the reform processes which have been carried out in the Republic of Serbia in recent years, significant progress has been made in the area of improving the position of PWDs; however,

[73] Ministry of Labour, Employment, Veteran and Social Affairs - Sector for the Protection of Persons with Disabilities, *Guide to the Rights of Persons with Disabilities in the Republic of Serbia*, link to the document: https://www.minrzs.gov.rs/sites/default/files/2021-02/Vodic%20kroz%20prava%20osoba%20sa%20invaliditetom.pdf, pg. 1.

bearing in mind that the numerous risks of their social exclusion tend to increase, it is necessary, by using a multidisciplinary and multisectoral approach, to constantly act by undertaking different activities in order to minimize such risks. The problems faced by PWDs, widespread stereotypes and prejudices, as well as the social and economic position they are in, make them a largely vulnerable and marginalized group.[74] At the same time, the Republic of Serbia has a developed legislative, strategic and institutional framework dedicated to the protection and improvement of the position of PWDs. Numerous regulations and planning documents are in force, headed by the Law on Prohibition of Discrimination against Persons with Disabilities and the Strategy for Improving the Position of Persons with Disabilities in the Republic of Serbia for the period 2020-2024, which seek to provide various types of support and improve the overall quality of life of this vulnerable category of population.[75]

However, as in other cases, a very important prerequisite for exercising the rights of PWDs is adequate availability of relevant information. This aspect is particularly important for specific social categories, which certainly include PWDs, for which it is particularly significant that they can obtain the necessary information about their rights, as well as about the forms and "addresses" for support available to them, in an efficient, simple, easily accessible and understandable way.

On the one hand, a good part of the information about the available support for PWDs is publicly available, as a rule, on the websites of the competent authorities. However, on the other hand, they are generally not easy to reach, because they are mostly found on the websites of several different public administration bodies or on parts of websites that are not easily visible and accessible. Also, it is evident that there is a need and interest to make available the information on some newer types of support, such as social enterprises, but also to specify data on financial support provided to associations and unions which achieve goals in areas of importance for PWDs. In other words, despite being generally publicly available, information about entities which provide support to PWDs, and which may in a certain way represent the "first addresses" for solving their problems, should be systematized and centralized in one place, in order to facilitate PWDs' access not only to relevant information, but also to specific types and "addresses" of support.

2. What are the causes of the problem?

The main causes of the problem are reflected in the fact that publicly available relevant information about PWD support is generally not easy to find, is scattered throughout the websites of several public administration bodies, and is not presented in a systematic and simple way, which would enable its effective search and use. Also, part of the information that could be important for PWDs, such as the physical accessibility of Centers for Social Work, contact points of registered social enterprises or all active associations and unions that deal with the position of PWDs, are not publicly available.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

As it was pointed out, a good part of the information on the "addresses" for providing support to PWDs is publicly available; thus on the MoLEVSA's website, at the following link:

[74] Strategy for Improving the Position of Persons with Disabilities in the Republic of Serbia for the period 2020-2024 ("Official Gazette of the RS", No. 44/20), link to the document: http://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2020/44/1/reg, pg. 12.

[75] A more detailed overview of planning documents and the legal framework which are relevant to the position of PWDs is available within the Strategy for Improving the Position of Persons with Disabilities in the Republic of Serbia for the period 2020-2024 ("Official Gazette of the RS", No. 44/20), link to document: http://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2020/44/1/reg, pg. 3-11.

https://www.minrzs.gov.rs/sr/dokumenti/ostalo/sektor-za-zastitu-osoba-sa-invaliditetom, one can find numerous relevant information and data such as, for example: data on enterprises offering professional rehabilitation and employment of PWDs, associations dealing with PWDs, persons in the process of exercising the right to a VAT refund for the import of motor vehicles, training providers for PWDs, etc. On the second page of the MoLEVSA's website, at the following link https://www.minrzs.gov.rs/sr/konkursi?page=1, information on budget funds allocated on the basis of the Permanent open competition for the improvement of the position of PWDs in the Republic of Serbia in 2023 is available. This information is provided in the form of various tables, most often as Word or PDF documents, and is thus not easily searchable. Also, the list of Centers for Social Work, as very important institutions of the PWD system, is available on the website of the Ministry of Family Welfare and Demography, at the following link: https://www.test-minbpd.gov.rs/centri-za-socijalni-rad/, but is not searchable.

2. What solution are you proposing?

Based on the described problem and its causes, the commitment implies the **creation of an (informative) PWD Support Map**, within which relevant data and information of importance for the daily life of this vulnerable category of population would be collected, systematized and made publicly available in one place. More precisely, the Map would include the following data:

- about the contact points of all Centers for Social Work in the Republic of Serbia and their physical accessibility for PWDs,
- about the contact points of all registered social enterprises,
- about the contact points of all enterprises offering professional rehabilitation and employment of PWDs,
- about the contact points of all active associations and unions that achieve goals in areas of importance for PWDs,
- about the contact persons in the procedure for exercising the right to a value added tax refund for the import of motor vehicles,
- about the contact points of training providers for PWDs, with a decision on approval for the implementation of professional rehabilitation measures and activities,
- about the contact points of the National Employment Service which are of importance for the employment of PWDs,
- about the allocated budget funds based on the Law on Professional Rehabilitation and Employment of Persons with Disabilities.

In order to create a suitable map, the competent authorities will collect, standardize and publish the aforementioned data in a machine-readable format on the Open Data Portal: (https://data.gov.rs/sr/) and update them regularly, in accordance with the expected dynamics. In the next step, through API integration, this data will be automatically linked to a visual solution that will be created and posted on the MoLEVSA's website, also as part of the implementation of this commitment.

3. What results do we want to achieve by implementing this commitment?

The creation of the PWD Support Map shall make the information on available mechanisms and "addresses" for PWD support in the entire territory of the Republic of Serbia available in one place, in a quick, simple, easily accessible, searchable and understandable manner.

COMMITMENT ANALYSIS	
Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment	The commitment shall significantly facilitate access to

promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	relevant information of importance for PWDs through their systematization and publication in one place, i.e. within the Map that will be created during the implementation of the commitment. On the one hand, information that is already publicly available shall be centralized, which will facilitate its access, and on the other hand, new data sets, which have not been available thus far, will be made publicly available, thus increasing the transparency of the administration in this domain. An added value is reflected in the fact that the creation of the Map is based on the reuse of open data, given that all the relevant data will be collected, standardized and published in a machine-readable format on the Open Data Portal, and then regularly updated.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	N/A
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	N/A

COMMITMENT PLANNING *(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved)*					
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented)*	**Expected completion date**	**Stakeholders**		
1. Collection, standardization and publication of data about the **contact points of all Centers for Social Work in the Republic of Serbia and their physical accessibility for PWDs**	Data on the contact points of all Centers for Social Work in the Republic of Serbia and their physical accessibility for PWDs is published on the	IV quarter of 2024	**<u>Lead</u>:** MoLEVSA – Sector for Social Welfare		
			<u>Supporting Stakeholders</u>		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)

	Open Data Portal https://data.gov.rs/sr/ and updated in accordance with possible changes or once a year.		ITE		
2. Collection, standardization and publication of data about **contact points of all registered social enterprises**	Data about contact points of all registered social enterprises is published on the Open Data Portal https://data.gov.rs/sr/ and updated in accordance with possible changes or once a year.	IV quarter of 2024	**Lead:** SBRA		
			Supporting Stakeholders		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			ITE		
3. Collection, standardization and publication of data about the **contact points of all enterprises offering professional rehabilitation and employment of PWDs**	Data on contact points of all enterprises offering professional rehabilitation and employment of PWDs is published on the Open Data Portal https://data.gov.rs/sr/ and is updated once a year	IV quarter of 2024	**Lead:** MoLEVSA – Sector for Protection of PWDs		
			Supporting Stakeholders		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			ITE		
4. Collection, standardization and publication of data about **all active associations and unions that achieve goals in areas of importance for PWDs**	Data about all active associations and unions that achieve goals in areas of importance for PWDs is published on the Open Data Portal https://data.gov.rs/sr/ and is updated once a year	IV quarter of 2024	**Lead:** SBRA		
			Supporting Stakeholders		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			ITE		
5. Collection, standardization and publication of data about the **contact persons in the procedure for**	Data about the contact persons in the procedure for exercising the right to a VAT refund for the	IV quarter of 2024	**Lead:** MoLEVSA – Sector for Protection of PWDs		
			Supporting Stakeholders		
			Government	Civil Society	Other partners

exercising the right to a VAT refund for the import of motor vehicles	import of motor vehicles is published on the Open Data Portal https://data.gov.rs/sr/ and is updated once a year				(Parliament, private sector, etc..)
			ITE		
6. Collection, standardization and publication of data about the **contact points of training providers for PWDs, with a decision on approval for the implementation of professional rehabilitation measures and activities**	Data about the contact points of training providers for PWDs, with a decision on approval for the implementation of professional rehabilitation measures and activities is published on the Open Data Portal https://data.gov.rs/sr/ and is updated once a year.	IV quarter of 2024	**Lead:** MoLEVSA – Sector for Protection of PWDs NES		
			Supporting Stakeholders		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			ITE		
7. Collection, standardization and publication of data about the **contact points of the National Employment Service relevant for the employment of PWDs**	Data about the contact points of the National Employment Service relevant for the employment of PWDs is published on the Open Data Portal https://data.gov.rs/sr/ and is updated once a year	IV quarter of 2024	**Lead:** NES		
			Supporting Stakeholders		
			Government		Public Administration bodies
			ITE		
8. Collection, standardization and publication of data about the **allocated budget funds based on the Law on Professional Rehabilitation and Employment of Persons with Disabilities**	Data about the allocated budget funds based on the Law on Professional Rehabilitation and Employment of Persons with Disabilities is published on the Open Data Portal	IV quarter of 2024	**Lead:** MoLEVSA – Sector for Protection of PWDs NES		
			Supporting Stakeholders		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)

	https://data.gov.rs/sr/ and is updated once a year		ITE		
9. Creation of an (informative) PWD Support Map – visualization of all data	(Informative) PWD Support Map created and published on the MoLEVSA website https://www.minrzs.gov.rs/sr	IV quarter of 2025	**Lead:** ITE		
			Supporting Stakeholders		
			Government	Civil Society	
			MoLEVSA		

Number and Name of the Commitment	**8. Open "green" data for more accessible information about the state of the environment in the Republic of Serbia**		
Brief description of the Commitment	This commitment entails the **standardization and publication of standardized machine-readable data about the state of the environment in the Republic of Serbia, in accordance with the rules of the European Union (EU), as well as their visual presentation on the website of the Serbian Environmental Protection Agency in a simple and easy-to-understand manner**. By opening and visualizing "green" data, access to information in the aforementioned area is improved, better monitoring and understanding of the state of the environment is enabled, and steps are taken in the direction of more transparent and sustainable environmental management.		
Commitment Lead	Environmental Protection Agency (SEPA)		
Supporting Stakeholders	**Government**	**Civil Society**	**Other partners (Parliament, private sector, etc.)**
	Office for Information Technologies and eGovernment (ITE)		
Period Covered	I quarter of 2024 – III quarter of 2026		

PROBLEM DEFINITION

1. What problem does the commitment aim to address?

Environmental protection is of vital importance for individuals, communities and society as a whole. Preserving nature, reducing pollution and promoting sustainable development are key steps towards preserving planet Earth, improving the quality of life and creating a sustainable future for all generations. Today, environmental protection represents a greater challenge than ever before, due to the increasingly rapid development of the society, the increase in the population of the planet and numerous other factors. As part of the globalized world, the Republic of Serbia also faces challenges of this kind and strives to establish appropriate mechanisms for environmental protection on its territory.

Regular monitoring of the situation and the existence of reliable data are necessary

prerequisites for quality creation of public policies in this area, i.e. for defining and implementing solutions in the direction of environmental protection. Accordingly, the right to be informed about the state of the environment is a constitutional category in the Republic of Serbia, while the principle of information and public participation is one of the fundamental principles of environmental protection, established by the Law on Environmental Protection ("Official Gazette of the RS", No. 135/04, 36/09, 36/09 - other law, 72/09 - other law, 43/11 - CC, 14/16, 76/18, 95/18 - other law). Also, the aforementioned law establishes that data on the state of the environment are public.

In accordance with the above, and bearing in mind the importance of this issue for citizens and the entire society, institutions in charge of environmental issues inform the public about the state of the environment in the Republic of Serbia in different ways. Among the key institutions of the system is the SEPA, which regularly informs the public about its activities and the state of the environment through its reports,[76] website and associated portals. In an effort to make data publicly available, SEPA is one of the first institutions in the Republic of Serbia to provide data to the public in a machine-readable format, uploading its data to the national Open Data Portal (since 2018), an is also one of the institutions that created its own open data portal.

Despite the proactive approach of this institution, the need for information and data in this area and their adequate public presentation changes almost on a daily basis as a consequence of global trends, as well as due to the needs of creating national policies and the interest of the domestic public.

As a result, there is an evident need to further improve the various aspects of publishing the data about the state of the environment which are available to the SEPA – from their standardization, through regular updates, to the way they are presented to the public, all with the aim of facilitating access to the data for the widest public and raising the level of their understanding.

2. What are the causes of the problem?

Data holders, in addition to their regular tasks prescribed under the law, very often do not have the resources (time, knowledge and human resources) to create additional tools and visualizations in order to present their data to citizens and other stakeholders in a receptive and understandable way. Therefore, the release of data generally remains at that initial level, at which the "raw data" is made public and then generally updated according to the expected dynamics. In the presentation of data to stakeholders, this practice has proven to be insufficient, and as a result different interpretations of data on the state of the environment, which were published in the described manner, often occur. In addition, numerous reports prepared and published by the SEPA contain a wealth of data on the situation in this area; however, these data are difficult to read, primarily due to their volume and the PDF format in which the reports are published, and have a reduced potential for further use.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

As was already stated, SEPA is one of the leaders when it comes to publishing data in machine-readable format in the Republic of Serbia. Since the beginning of the Open Data Initiative, this institution has published many datasets both on the national Open Data Portal (https://data.gov.rs/sr/organizations/agentsija-za-zashtitu-zhivotne-sredine/), as well as on its

[76] Numerous reports of the SEPA, which concern various aspects of the state of the environment in the Republic of Serbia, are available at the following link: http://www.sepa.gov.rs/index.php?menu=5000&id=1304&akcija=showDocuments&godina=2021.

own open data portal (http://data.sepa.gov.rs/). Moreover, SEPA also has its own services, which offer visualizations of certain groups of data, such as: Air Quality Monitoring Portal (http://www.amskv.sepa.gov.rs/), where hourly air quality readings of the automatic air quality monitoring system in the Republic of Serbia are published; Watercourses' Water Quality Monitoring Portal (http://77.46.150.213:8080/apex/f?p=406:1:::NO:::), with data on water quality from daily reporting stations; Portal for Monitoring Concentrations of Allergenic Pollen (http://symappsys.com/POLEN/), which is updated on a weekly basis; Portals with data from the National Register of Pollution Sources – Register of Large Pollution Sources (http://prtr.sepa.gov.rs/) and a GIS Portal with data on waste management (http://www.nrizgis.sepa.gov.rs/NRIZGIS/index.html); Land Degradation Portal (https://degradacijazemljista.sepa.gov.rs/); Ecoregister, national meta-register on environmental information (http://www.ekoregistar.sepa.gov.rs/); and National List of Indicators (http://indicator.sepa.gov.rs/). In addition to special thematic portals, on its website (http://sepa.gov.rs/) SEPA has additional services for displaying specific data: Serbian Water Quality Index, water quality in the Belgrade area, information on exceeding concentrations of air pollutants, information on accidental water pollution, Permits for waste management, etc. In addition, an important source of public information about the state of the environment are the aforementioned reports which SEPA has been preparing and publishing for years. However, despite all the efforts undertaken, the previous activities in this area did not go in the direction of better presentation of data and their standardization with the EU policies, which will be tackled as part of this commitment.

2. What solution are you proposing?

Starting from the described need in terms of improving the standards of publication and presentation of data on the state of various aspects of the environment available to SEPA, the commitment includes two segments.

The first segment includes the **standardization of data that is published in a machine-readable format, in accordance with EU policies**, i.e. in accordance with the regulation under the Directive (EU) 2019/1024 on open data and the re-use of public sector information. The opening of standardized "green" data in accordance with the EU Regulation on high-quality data aims to ensure the availability, interoperability and quality of data related to the field of environmental protection in the EU context, i.e. it aims to create unique and harmonized standards for collection, processing, storage and publication of environmental data. This implies: **uniform data format** (the Regulation prescribes the use of standard data formats which enable simple exchange and interpretation of information); **descriptive metadata** (data which are opened should be associated with appropriate metadata that describe the contents, structure and context of the data, which allows users to understand and correctly interpret the data); **general access** (the Regulation seeks to provide open and simple access to "green" data that should be available through publicly available repositories or specific platforms intended for the publication and exchange of environmental data in API format); and **protection of privacy and security** (the Regulation pays special attention to the protection of privacy and data security). **This segment of the commitment is particularly significant when bearing in mind that the aforementioned regulation is legally binding only for EU Member States, i.e. it is not binding for the Republic of Serbia as a candidate country at the moment, and that, in this way, the harmonization with EU policies is actually carried out despite there being no formal obligation to do so**. At the same time, with this step, SEPA would set standards and be a positive example for other institutions, especially those that are the owners of the so-called "high value" data.

The second segment of the commitment involves the adequate **visualization of previously**

published standardized data, i.e. **their presentation in a clear and understandable way**, so that large amounts of information become accessible and usable for those who are not experts in the field. Through the visualization of the data at its disposal, the SEPA, as a key institution that collects data on the state of the environment in the Republic of Serbia, would raise the level of public information about this area in a way that stakeholders and the public can understand and continue to use.

Therefore, the commitments includes **both the publishing of the so-called "high-value" data in a machine-readable format compliant with EU standards, as well as their reuse**.

3. What results do we want to achieve by implementing this commitment?

In the broadest sense, it is expected that the implementation of this commitment shall contribute to improving the availability of information and better informing of the public about the state of the environment in the Republic of Serbia. Such a result shall be achieved by raising the level of quality, number and availability of data in the subject area, with the application of EU standards and visual solutions which will facilitate the understanding and further use of data by all stakeholders. At the same time, the commitment will serve as a model and a positive example for all other institutions, and shall lay the foundation for future practice when it comes to opening the so-called "high value" data.

Through standardization (the first segment of the commitment), these data will be comparable with open data in the field of the environment at the EU level, their more efficient reuse will be enabled in order to develop different data-based solutions (commercial and non-commercial in nature), scientific research work will be improved, as well as the work of the competent institutions themselves.

Visualization (the second segment of the commitment), on the other hand, refers to the conversion of raw data into graphs, diagrams, maps and other visual forms, which enables a better understanding and easier monitoring and analysis of the state of the environment, both by the competent institutions and by the interested public.

COMMITMENT ANALYSIS	
Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	The commitment directly improves the availability and accessibility of information and data on the state of the environment, both in terms of volume and quality and in terms of the way of their public presentation. The publication of data in accordance with EU standards and their visual display on the SEPA's website shall significantly contribute to greater transparency of environmental data, facilitate their understanding and raise awareness of the importance of this issue.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	With a simpler and more receptive insight into and presentation of data, the public will be able to monitor the state of the environment more efficiently, which will also be a mechanism for feedback on the quality of data and opportunities for their improvement. Additionally, with data standardization and visualization which makes it easier to understand publicly available data, the institutions will be under pressure to act more responsibly.

3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	Standardized and regularly updated data are the basis for the creation of public policies, while timely, understandable and accurate informing, which is the aim of this commitment, will provide the citizens and other interested public with the necessary resources to participate in decision-making processes in the field of environmental protection.

<table>
<tr><th colspan="6">COMMITMENT PLANNING
(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved)</th></tr>
<tr><th>Milestones
(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve)</th><th>Expected Outputs
(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented)</th><th>Expected completion date</th><th colspan="3">Stakeholders</th></tr>
<tr><td rowspan="4">1. Data mapping for the purposes of their standardization in the process of opening and creating visualization</td><td rowspan="4">A document in which data is listed</td><td rowspan="4">III quarter of 2024</td><td colspan="3"><u>Lead</u>:
SEPA</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td>ITE</td><td></td><td></td></tr>
<tr><td rowspan="4">2. Data preparation and standardization in accordance with the Directive (EU) 2019/1024 on open data and the re-use of public sector information and related regulations concerning "high value" data</td><td rowspan="4">Prepared datasets</td><td rowspan="4">II quarter of 2025</td><td colspan="3"><u>Lead</u>:
SEPA</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td>ITE</td><td></td><td></td></tr>
<tr><td rowspan="4">3. Publication of standardized datasets on the Open Data Portal and the SEPA Open Data Portal</td><td rowspan="4">Published datasets at www.data.gov.rs and http://data.sepa.gov.rs</td><td rowspan="4">I quarter of 2026</td><td colspan="3"><u>Lead</u>:
SEPA</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
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</table>

			ITE		
4. Creation of visualization of the state of the environment and publication on the SEPA's website	Created visualization, available on the SEPA's website http://www.sepa.gov.rs/	III quarter of 2026	**Lead:** ITE		
			Supporting Stakeholders		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			SEPA		

Number and Name of the Commitment	**9. Establishment of a Unified Information System for monitoring project co-financing in the field of public information**		
Brief description of the Commitment	This commitment implies the creation of a **Unified Information System (JIS) through which the entire process of applying, allocating funds and monitoring the implementation of each project in the field of public information**, for which funds have been obtained from any level of public authority, will be monitored.		
Commitment Lead	Ministry of Information and Telecommunications (MIT)		
Supporting Stakeholders	**Government**	**Civil Society**	**Other partners (Parliament, private sector, etc.)**
	Office for Information Technologies and eGovernment (ITE)		
Period Covered	IV quarter of 2023 – I quarter of 2025		

PROBLEM DEFINITION
1. What problem does the commitment aim to address?
Public tenders for co-financing the production of media content are the main way of allocating and spending budget funds in the media sector. They were established as a state aid mechanism that would help the production of missing content of public interest and improve the informing of citizens. The analysis of the current practice of conducting public tenders has highlighted numerous problems, while one of the most critical objections of civil society and media associations refers to the **impossibility of a comprehensive analysis of the effects of public tenders (purposeful consumption of funds, quality of produced content, etc.)**.
2. What are the causes of the problem?
When it comes to public tenders for co-financing the production of media content, there is no

centralized data that is publicly available to all citizens and stakeholders. The search for tenders, submitted projects, decisions made on tenders, submitted financial and narrative reports on completed projects has become more difficult, as well as access to links to broadcast or published media content whose production was supported in this way. Therefore, the evaluation and analysis of the effects of public tenders, on the basis of which it would be possible to evaluate the intended spending of budget funds in the media sector and have more efficient supervision over the implementation of public tenders, is largely impossible.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

The obligation to establish JIS was contained in the previous Action Plan for the implementation of the Open Government Partnership Initiative in the Republic of Serbia for 2020-2022, but bearing in mind that due to the holding of parliamentary elections in 2022, there was a significant delay in its implementation. More precisely, due to the parliamentary elections and the technical mandate of the Government, there were no legislative activities during the greater part of the aforementioned year, which made it impossible to pass legal solutions and by-laws necessary for the establishment of JIS. Based on the importance of the topic that this commitment addresses, the significant impact that its implementation can have on improving the transparency of media content financing from budget funds, and the fact that the proposal is relevant from the aspect of OGP values and IRM recommendations, it is of particular importance to continue its commenced implementation within this Action Plan.

In 2021, the then Ministry of Culture and Information prepared a detailed technical specification for the creation of JIS that was envisaged by this commitment and submitted it to BIRN (as the proposer of the commitment) and the Ministry of Public Administration and Local Self-Government (as the coordinator of the Open Government Partnership) for comments. This specification went a step further compared to what was envisaged by the commitment itself, as it envisages the digitization of the entire process of project co-financing – from the process of submitting applications to announcing the supported media content, and not only reporting on the implementation of the tender and allocated budget funds.

In the meantime, in October 2023, the Law on Public Information and Media ("Official Gazette of the RS", No. 92/23) was adopted, which established the legal basis for the development and mandatory use of JIS.

2. What solution are you proposing?

It is proposed to **introduce a Unified Information System (JIS) through which the entire process of applying, allocating funds and monitoring the implementation of each project in the field of public information, for which funds have been obtained from any level of public authority, shall be monitored.** By creating the said information system, it will be possible for all relevant data related to project co-financing of media content to be centralized, which will: facilitate monitoring of the implementation of public tenders and their evaluation, improve and facilitate monitoring of the spending of budget funds, improve procedures for preventing possible abuses and enable greater availability of media content produced with budget funds.

3. What results do we want to achieve by implementing this commitment?

First of all, the commitment is relevant in relation to the improvement of fiscal transparency, considering that its implementation enables the public availability of data on the spending of budget funds intended for co-financing of media content.

At the same time, it is also relevant from the aspect of improving access to information

available to public authorities, because the information system will make a significantly larger set of information and data available concerning the way budget funds are spent in the area of media content production. In addition, such data will be centralized and available in one place, which will provide citizens and all other stakeholders with easy access.

The commitment is also relevant in relation to the improvement of the accountability of public authorities, considering that it implies the creation of clear rules for the publication of data on the spending of budget funds through changes to the legal framework, but also the creation of conditions for more efficient supervision of law enforcement.

COMMITMENT ANALYSIS	
Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	Citizens will be able to view data on the spending of budget funds, while the project co-financing procedure itself will be fully transparent from its very beginning (calls for tenders) up to its implementation, submission of reports, as well as on implemented measures in cases of breach of contractual obligations.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	Bearing in mind that the entire procedure will be transparent in all its stages, it can be expected that the level of accountability will be raised in connection with all the actions that need to be taken. In addition to preserving the integrity of the institutions which will announce calls for tenders in the field of public information, misdemeanour responsibility due to non-compliance with legal provisions is envisaged, which relate to the implementation of certain stages in this procedure.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The very possibility of monitoring which projects and which topics are supported shall provide the citizens with an opportunity to delegate other topics that are important to them and which were not identified in the previously announced calls for tenders in the process of public debates, which are scheduled to be held before calls for tenders.

COMMITMENT PLANNING *(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved)*					
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented)*	**Expected completion date**	**Stakeholders**		
1. Drafting of a by-law which shall regulate the conditions and	By-law adopted	II quarter of 2024	**<u>Lead</u>**: MIT		
			<u>Supporting Stakeholders</u>		
			Governme	Civil	Other

manner of establishing JIS, registration, processing, management, updating and availability of data and documents in electronic form, user authentication and authorization, as well as other issues of technical importance for managing JIS			nt	Society	partners (Parliament, private sector, etc..)
2. Establishment and technical development of a Unified Information System	Unified Information System established	IV quarter of 2024	**Lead**: MIT		
			Supporting Stakeholders		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			ITE		
3. Launching the Unified Information System	Unified Information System created and available for use	I quarter of 2025	**Lead**: MIT		
			Supporting Stakeholders		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			ITE		

Number and Name of the Commitment	**10. Public services tailored to citizens**
Brief description of the Commitment	The commitment implies t**he introduction of a system for measuring user satisfaction with the services provided within the existing one-stop shops (OSSs)**, established at LSUs by the end of 2023. By implementing this commitment, it will be possible for service users in each of the opened OSSs to have the appropriate IT devices (tablet computers) at their disposal via which they could evaluate the quality of the provided services or possibly

	submit their complaints in electronic form. All entered evaluations/complaints would be forwarded directly (in real time) to the appropriate mechanism (center) established within MPALSG, which would process the received data and coordinate the action of the competent authorities upon the received complaints, as well as provide feedback to users. In the said way, it will be possible for citizens and business entities, as service users, to express their views about the quality of services provided to them within the OSS, which was previously not the case. At the same time, the information necessary for the further development of both specific services and the Service Provision Policy itself will be collected, based on the data and direct user experience "from the field", which was also not a practice until now.		
Commitment Lead	Ministry of Public Administration and Local Self-Government (MPALSG)		
Supporting Stakeholders	**Government**	**Civil Society**	**Other partners (Parliament, private sector, etc.)**
	LSUs in which one-stop shops have been established by the end of 2023		
Period Covered	I quarter of 2024 – I quarter of 2026		

PROBLEM DEFINITION

1. What problem does the commitment aim to address?

The Republic of Serbia is implementing continuous reforms in an effort to modernize its public administration and transform it from a "regulator" into a service for citizens. To this end, significant results have been achieved in recent years, both with regard to the introduction of a single Service Provision Policy, as well as when it comes to improving the process itself and the quality of services provided by the administration bodies. In other words, the provision of services to citizens and business entities is continuously improved by simplifying and digitizing the existing physical services, but also by constantly developing new electronic services. The progress made has been recognized by the relevant international actors who follow the Public Administration Reform process, and thus, for example, the latest SIGMA/OECD Report from 2021 recognizes the Republic of Serbia as a regional leader in the subject area, noting continuous progress (with 2 index points in 2017, over 3 index points in 2019, and up to 3.5 index points in 2021).[77]

An important measure in the direction of creating an "administration tailored to citizens", based, among other things, on the quality and efficient provision of public services, is the process of establishing one-stop shops (OSSs,) at LSUs, which has been continuously implemented since in 2018. The legal framework for the simplification of administrative procedures was established by the Law on General Administrative Procedure ("Official Gazette of the RS", No. 18/16, 95/18-authentic interpretation, 2/23-CC), which for the first time

[77] SIGMA/OECD Report on the Implementation of the Principle of Public Administration in the Republic of Serbia for 2021, link to the document: https://www.sigmaweb.org/publications/Monitoring-Report-Executive-Summary-2021-Serbia.pdf, pg. 28-30.

introduced the term "one-stop shop" – where the parties can economically, in one place, exercise their rights, obligations and legal interests, receive more information and services, whether such place exists electronically (e.g. eGovernment Portal) or as a physical place. The said law highlights the obligation to exchange data from official records between the administrative bodies, as one of important conditions for implementing the principles of cost-efficiency and effectiveness of public administration and turning it into a real service for citizens. The emphasis was placed on data exchange, and not on the exchange of documents of administrative bodies. Article 42 of the Law defines OSSs as follows: "if the exercise of rights requires the action of one or more authorities, the party to the procedure shall address the one-stop shop". Bearing in mind the above, OSSs perform threefold tasks, namely: they instruct users on the necessary steps for the authorities to act upon the requests, receive user submissions and forward them to the competent authorities, and inform the users about the measures undertaken and acts issued by the competent authority.

With the support of MPALSG, from 2018 until the moment this obligation was defined, a total of 41 OSSs have been opened at LSUs, while 14 new ones shall be opened by the end of 2023, which will cover about a third of all LSUs in the Republic of Serbia (55 out of a total of 174).

Although the establishment of OSSs had facilitated and improved the process of providing certain services in selected LSUs, there is a lack of feedback from the users of the services provided. More precisely, no system has been developed which would allow users (citizens and business entities) to evaluate the quality of services provided within the OSSs or to file a complaint in case of their dissatisfaction. Such a system, i.e. the collected views of users, represent a very important element and a starting point for further improving the quality of existing services, but also for recognizing needs in the development of new ones.

2. What are the causes of the problem?

Although reform activities in the domain of providing public administration services have been undertaken almost a decade ago, a comprehensive Service Provision Policy, which, among other things, should result in the development of methodologies and the establishment of measuring user satisfaction with the services provided, has only recently been introduced. This was done by adopting the new Public Administration Reform Strategy in the Republic of Serbia for 2021-2030 (Specific Objective 5), the implementation of which aims to build a public administration that efficiently and in an innovative manner provides services that meet the needs of end users and improve their user experience.[78] Given that the Service Provision Policy is relatively new, as well as that there were not enough capacities (human and financial resources) in the previous period, system solutions regarding the measurement of user satisfaction with the public services provided have not yet been defined, and therefore no such measurement has been established in respect of OSSs either.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

As was previously stated, not only does the Public Administration Reform Strategy in the Republic of Serbia for 2021-2030 introduce a single Service Provision Policy, but also defines as a priority the further improvement of the quality of service provision by the public administration based on user experience. What's more, the accompanying Action Plan for 2021-2025 foresees concrete activities in the direction of establishing a methodology and

[78] Public Administration Reform Strategy in the Republic of Serbia for the period 2021-2030, link to the document: https://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2021/42/1/reg.

systematic measurement of end users' satisfaction with all provided public administration services, and not only with those provided within the framework of OSSs.[79] Accordingly, with the support of GIZ and SIGMA, several studies (analyses) with recommendations for the further development of the Service Provision Policy have been prepared so far, which, among other things, deal with issues related to the establishment of a system for measuring user satisfaction, as well as with further development of OSSs. In this direction, at the proposal of MPALSG, the Government had adopted the Decree on the detailed conditions, criteria and benchmarks for establishing one-stop shops, as well as on the manner of cooperation between the competent authorities in connection with the conduct and performance of work at one-stop shops ("Official Gazette of the RS", No. 93/23) in October 2023, which defines the conditions, criteria and benchmarks that are applied in the procedure of establishing the OSS, as a single contact point, for the cooperation between the competent authorities regarding the handling and performance of tasks at the OSSs. Article 7 of the Decree prescribes the examination of user satisfaction with the services provided within the OSS, through questionnaires at the OSS premises, online questionnaires or citizen surveys.

2. What solution are you proposing?

The commitment implies t**he introduction of a system for measuring user satisfaction with the services provided within the existing OSSs**, **established at LSUs by the end of 2023.** The system would function by providing the appropriate IT devices (tablet computers) in each of the opened OSSs to the service users, via which they could evaluate the quality of the provided services or possibly submit their complaints in electronic form. All entered evaluations/complaints would be forwarded directly (in real time) to the appropriate mechanism (center) established within MPALSG, which would process the received data and coordinate the action of the competent authorities upon the received complaints, as well as provide feedback to users. In order to implement the proposed solution, the implementation of the commitment would include:

- development of a methodology for measuring user satisfaction with the services provided within the OSSs, which, among other things, would define the methods of collecting and processing the collected data, responding and providing feedback upon complaints, as well as reporting to the decision-makers and stakeholders on the overall results of assessing the quality of provided services;
- provision of technical and technological conditions, in the form of procurement of appropriate software and IT equipment, for each OSS and MPALSG;
- capacity building and establishment of an appropriate mechanism (contact center) within the MPALSG which will deal with the collection and processing of the acquired data, as well as with the coordination of actions of the competent authorities and reporting.

3. What results do we want to achieve by implementing this commitment?

The implementation of this commitment shall, first of all, enable the citizens and business entities, as service users, to express their views about the quality of services provided to them within the OSS, which was previously not the case. More importantly, the information necessary for the further development of both the specific services and the Service Provision Policy itself will be collected in this way, based on the data and direct user experience "from the field", which was also not a practice until now. At the same time, the introduction of measurement of user satisfaction with services provided within the OSS would serve as a type of piloting for the establishment of a centralized system which would include such

[79] Action Plan for the period 2021-2025 for the implementation of the Public Administration Reform Strategy in the Republic of Serbia for the period 2021-2030, link to the document: https://monitoring.mduls.gov.rs/downloadFile/?id=11095&type=doc.

measurement in relation to all services provided by the public administration (and not only those within the OSSs). Observed as a whole, the implementation of this commitment would contribute to the further development of the Service Provision Policy, which focuses on the needs and experiences of users.

COMMITMENT ANALYSIS	
Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	N/A
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	Measurements of user satisfaction, including the possibility of filing complaints, shall contribute to raising the level of accountability of public administration bodies-service providers within the OSSs due to the very fact that their work and actions will be subject to evaluation, which was not the case until now. In this way, the authorities shall be encouraged to improve the quality of services they provide, and therefore to act more responsibly towards service users.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	The commitment directly promotes the participation of citizens in the creation of public policies, in the instant case the Service Provision Policy, bearing in mind that service users will be able to evaluate their quality and submit complaints, which will be the basis for further creation of solutions in the aforementioned area based on data and needs of the citizens. In addition, the implementation of the commitment shall enable the direct participation and impact of citizens on the creation/improvement of individual, concrete services, the quality of which will be evaluated through the established system.

COMMITMENT PLANNING *(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved)*					
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented)*	**Expected completion date**	**Stakeholders**		
1. Development of a technical specification with a methodology for measuring user	Developed technical specification with methodology for measuring user	II quarter of 2024	**<u>Lead</u>:** MPALSG		
			<u>Supporting Stakeholders</u>		
			Governm	Civil	Other

satisfaction with the services provided within the existing OSSs (defining the methods of collecting and processing the collected data, responding to the competent authorities and providing feedback on complaints, as well as reporting to the decision-makers and stakeholders on the overall results of assessing the quality of provided services)	satisfaction with services provided within OSSs		ent	Society	partners (Parliament, private sector, etc..)
2. Ensuring the technical and technological conditions for measuring user satisfaction with the services provided within the existing OSSs, in the form of procurement and installation of appropriate software and IT equipment	Provided and installed software and IT equipment required for measuring user satisfaction with the services provided within the existing OSSs	IV quarter of 2024	**<u>Lead</u>:** MPALSG		
			<u>Supporting Stakeholders</u>		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)
			LSUs in which OSSs were established by the end of 2023		
3. Capacity building and establishment of an appropriate mechanism (contact center) within MPALSG for collection and processing of the acquired data, coordination of actions of the competent authorities and reporting	Established mechanism for collection and processing of the acquired data, coordination of actions of the competent authorities and reporting within the MPALSG	I quarter of 2026	**<u>Lead</u>:** MPALSG		
			<u>Supporting Stakeholders</u>		
			Government	Civil Society	Other partners (Parliament, private sector, etc..)

<table>
<tr><td>Number and Name of the Commitment</td><td colspan="3">11. Recommendation: Modernization and improvement of the accessibility of contents, information and data on the website of the National Assembly of the Republic of Serbia</td></tr>
<tr><td>Brief description of the Commitment</td><td colspan="3">The recommendation implies the improvement of the proactive transparency of the National Assembly of the Republic of Serbia through the redesign and modernization of its website, the introduction of new contents and new publication formats (when possible), in accordance with the previously analysed needs. It is expected that such an approach to the wider public, i.e. to all stakeholders, shall significantly facilitate the availability and accessibility of contents, information and data resulting from the work of the National Assembly, as well as from the work of other state authorities, organizations and bodies.</td></tr>
<tr><td>Commitment Lead</td><td colspan="3">National Assembly of the Republic of Serbia</td></tr>
<tr><td rowspan="2">Supporting Stakeholders</td><td>Government</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc.)</td></tr>
<tr><td></td><td></td><td>International organizations with which the National Assembly cooperates. Possibly the private sector, in accordance with the regulations of international organizations, which will participate in the implementation of the recommendations.</td></tr>
<tr><td>Period Covered</td><td colspan="3">IV quarter of 2024 – IV quarter of 2026</td></tr>
</table>

PROBLEM DEFINITION

1. What problem does the commitment aim to address?

As the supreme representative body and the holder of constitutional and legislative power, the National Assembly of the Republic of Serbia has a particularly important role in the society, and thus the public's interest in its work is constantly at a high level. Publicity of work is regulated by the provisions of the Law on the National Assembly ("Official Gazette of the RS", No. 9/10) and the Rules of Procedure of the National Assembly ("Official Gazette of the RS", No. 20/12), which prescribe numerous mechanisms for informing the public.

Modern methods of information place a special emphasis on providing information through websites, regardless of which entities are involved, i.e. whether it is a state authority or an entity belonging to another sector.

Bearing in mind the constitutional and legislative competence, the electoral, control and representative functions of the National Assembly, as well as the intensive dynamics of work, a number of different types of content are available on the website of the National Assembly (http://www.parlament.gov.rs/), as well as a large amount of information and data derived from

its work, as well as from the work of other state authorities, organizations and bodies.

However, due to the constant need to publish new content in order to achieve a higher level of transparency, it was noted that the existing website does not allow for easy access to all the contents, data and information found on it and is more difficult to perform search, so there are numerous challenges in figuring out how new information and data will be introduced and published on it.

2. What are the causes of the problem?

The main cause of the current situation stems from the fact that the existing website of the National Assembly was created more than 10 years ago, in accordance with the needs and technical possibilities and capacities at the time, which have changed significantly since then.

COMMITMENT DESCRIPTION

1. What has been done so far to solve the problem?

The National Assembly Service, i.e., the competent Editorial Board of the National Assembly website and the competent Public Relations Department, have for years been proactive in overcoming the issue of difficulty finding of contents, information and data on the website. In this direction, there is a constant effort to find creative solutions in order to introduce new features on the existing website, within the existing possibilities. One of the most demanding solutions, which proved to be very successful in practice, was the introduction of live streaming of sessions of the National Assembly, sessions of working bodies in and outside the seat of the National Assembly, as well as of other activities organized by the National Assembly.

2. What solution are you proposing?

As a solution to the problem, it is proposed to **improve the website of the National Assembly, which will make it easier to find and search the contents, information and data published on it.** In this way, the large amount of contents, information and data that goes "into the depths" of the website will be more accessible to everyone (MPs and employees of the National Assembly Service, state authorities, organizations and bodies, media representatives, representatives of civil society, citizens and others).

Accordingly, the solution includes:

- redesign of the website of the National Assembly;
- uploading CVs of MPs on the website of the National Assembly (given that MPs are not legally obliged to submit their CVs for publication on the website, MPs will be offered, if they so wish, to submit CVs on the form which shall be prescribed by the Editorial Board of the National Assembly website, with a disclaimer that the National Assembly and the National Assembly Service are not responsible for the content of the published CVs of MPs on the website);
- uploading of acts in searchable formats (when possible, bearing in mind that proposers submit draft laws and other acts in various non-searchable formats).

As with the creation of the existing website, the Constitution of the Republic of Serbia, the Law on the National Assembly and the Rules of Procedure of the National Assembly, as well as the internal acts of the National Assembly Service and the Editorial Board of the National Assembly website, shall be adhered to during the redesign of the National Assembly website.

3. What results do we want to achieve by implementing this commitment?

The described improvement of the website of the National Assembly will enable the contents, data and information that already exist on the website to be more accessible and visible, and will contribute to the further improvement of proactive transparency. The planned redesign of the website and its modernization are needed in order to make the existing contents,

information and data more accessible to all stakeholders who use them for the sake of being informed, but also due to the needs of performing their business activities, as well as the need for citizens to be more easily informed about the results of the work of the National Assembly. Moreover, a redesign is necessary in order to introduce new types of contents, information and data to the website of the National Assembly. Finally, it will enable the National Assembly Service to continue its proactive approach to publishing contents arising from its work and the work of the National Assembly.

COMMITMENT ANALYSIS	
Questions	Answers (if not applicable, just answer with 'N/A')
1. How will the commitment promote transparency? *How will it help improve citizens' access to information and data? How will it make the government more transparent to citizens?*	By implementing the proposed solution, i.e. by redesigning the website of the National Assembly, introducing new contents and new publication formats (when possible), all stakeholders will have significantly easier access to information about the work of the National Assembly, as well as about the work of other state authorities, organizations and bodies.
2. How will the commitment help foster accountability? *How will it help public agencies become more accountable to the public? How will it facilitate citizens' ability to learn how the implementation is progressing? How will it support transparent monitoring and evaluation systems?*	Starting from the fact that the recommendation will enable easier and simpler access to information, it will also indirectly improve the level of accountability concerning the available contents, which will thus be more visible and easier to follow.
3. How will the commitment improve citizen participation in defining, implementing, and monitoring solutions? *How will it proactively engage citizens and citizen groups?*	Indirectly, and in accordance with the provisions of the Constitution of the Republic of Serbia, the Law on the National Assembly and the Rules of Procedure of the National Assembly, which refer to the publicity of work, the recommendation will also contribute to the improvement of citizens' participation in decision-making, given that adequate, accessible and timely information is the main prerequisite of civic participation.

COMMITMENT PLANNING *(This is an initial planning process largely looking at milestones and expected outputs, as well as key stakeholders involved)*					
Milestones *(Milestones are part of a series of actions or events that, when executed, will lead to the achievement of the result the commitment would like to achieve)*	**Expected Outputs** *(Outputs are concrete, objectively-verifiable results that are direct products of activities conducted or implemented)*	**Expected completion date**	**Stakeholders**		
1. Decision on amendments to the Decision on the establishment of the Editorial Board of the	Decision reached	IV quarter of 2024	**<u>Lead:</u>** National Assembly of the Republic of Serbia		
			<u>Supporting Stakeholders</u>		
			Governme	Civil	Other

<table>
<tr><td rowspan="2">National Assembly website</td><td rowspan="2"></td><td rowspan="2"></td><td>nt</td><td>Society</td><td>partners (Parliament, private sector, etc..)</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td rowspan="4">2. Analysis of the needs of all stakeholders concerning the type of contents, information and data that will be located in certain segments of the National Assembly website, according to the priorities</td><td rowspan="4">Analysis completed</td><td rowspan="4">II quarter of 2025</td><td colspan="3"><u>Lead:</u>
National Assembly of the Republic of Serbia</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Public Administration bodies, State authorities, organizations and bodies</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td></td><td></td><td>International partners, private sector</td></tr>
<tr><td rowspan="4">3. Successive implementation of the redesign of the website of the National Assembly</td><td rowspan="4">Finished redesign and modernization of the website of the National Assembly http://www.parlament.gov.rs/</td><td rowspan="4">IV quarter of 2026</td><td colspan="3"><u>Lead:</u>
National Assembly of the Republic of Serbia</td></tr>
<tr><td colspan="3"><u>Supporting Stakeholders</u></td></tr>
<tr><td>Public Administration bodies, State authorities, organizations and bodies</td><td>Civil Society</td><td>Other partners (Parliament, private sector, etc..)</td></tr>
<tr><td></td><td></td><td>International partners, private sector</td></tr>
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