**Action Plan**

**on Implementation of the Open Government Partnership Initiative in the Republic of Serbia in 2016 and 2017**

**I. INTRODUCTION**

Open Government Partnership (“OGP”) is an international initiative aimed at enlisting support and ensuring higher involvement of governments across the world to promote integrity, transparency, efficiency and accountability of public administration by building public trust, cooperating with civil society organisations (hereinafter referred to as: CSOs), empowering citizens to participate in governance, combating corruption, enabling access to information and harnessing new technologies, in connection with achieving more effective and accountable work of public administration.

As a participant in this global initiative, the Republic of Serbia supports the core values enshrined in the OGP Declaration, which are aligned with the overall goal of public administration reform in the Republic of Serbia: providing high-quality services to citizens and corporate entities and creating a public administration that would foster economic stability and increase the standard of living. Taking into account Serbia’s aim to become a modern state that offers good services to its citizens, builds partnerships and provides better support to citizens and the economy, participation in the OGP initiative and implementation of activities aligned with the values promoted by OGP will significantly contribute to the attainment of these objectives.

The first Action Plan on Implementation of the Open Government Partnership Initiative in the Republic of Serbia in 2014 and 2015 (hereinafter referred to as: AP OGP for 2014 and 2015) was adopted by the Government in December 2014. as noted in the Progress Report compiled by the *Independent Reporting Mechanism* (hereinafter referred to as: IRM) established at the level of this international initiative, completion of Serbia’s first Action Plan was relatively high, and the government achieved significant reforms in budget transparency and civil society capacity building. However, despite the significant results achieved in the implementation of activities defined by the first action plan, it is necessary to further enhance cooperation in the implementation of OGP initiatives with civil society, and strive to bring subnational governments into the OGP process.

In its report the IRMalso gave key recommendations for improvements in the activities within the framework of the next Action Plan cycle, as discussed in detail in the section dealing with the development of the Action Plan.

Taking into account Serbia’s priorities, the Action Plan addresses several major OGP challenges: strengthening public integrity, more efficient management of public resources and improvement of public services. Certain activities within these challenges have already been undertaken through the AP OGP for 2014 and 2015, while the present Action Plan follows up on it to further enhance efforts to implement all core values promoted by the OGP initiative, in line with the general commitment of the Republic of Serbiа to build a modern public administration that will provide good services to its citizens. In this context, a major new area within OGP addressed by this Action Plan is open data, as discussed in more detail in the section which presents achieved results, measured against the established principles of open government.

**II. OPEN GOVERNMENT EFFORTS TO DATE**

Since the adoption of the AP OGP for 2014 and 2015, Serbia has made great efforts to develop all levels of administration in order to improve the business environment and create a favourable business climate, increase legal certainty, transparency, ethical standards and accountability in the conduct of public administration duties, modernise the administration and expedite and debureaucratize processes and procedures, thus improving the quality of the services provided to citizens. Parallel and closely intertwined with these efforts was the process of rationalisation and optimisation of public administration, the primary aims of which were to ensure fiscal consolidation, improve organisational and functional subsystems of public administration and achieve an adequate structure and an optimum number of public sector employees.

Following the adoption of the Public Administration Reform Strategy in the Republic of Serbia[[1]](#footnote-1), which reaffirms Government’s commitment to further transform public administration into a better organised, more efficient, more transparent and service-oriented system in order to provide improved administration services in accordance with the international regulations and the needs of service users, in March 2015 the Government adopted the Action Plan implementing the Public Administration Reform Strategy in the Republic of Serbia in the Period 2015-2017.[[2]](#footnote-2) The Action Plan operationalises the objectives set out in the Public Administration Reform Strategy and defines measures, results and activities for its implementation, with the aim of ensuring more effective functioning of the state. Among other things, the Action Plan aims to improve organisational and functional subsystems of public administration, put in place a harmonised, merit-based civil service system, improve management of human resources, public finance and public procurement and increase legal certainty. In accordance with the principles of OGP, representatives of the civil society (members of the SECO consortium for public administration reform and a representative of Transparency Serbia) were involved in the drafting of the Action Plan from the beginning, while representatives of the Standing Conference of Towns and Municipalities (hereinafter referred to as: SCTM) were also involved in the consultations on relevant parts of the document. All these civil society representatives (SECO consortium and SCTM) were also included in monitoring and follow-up on the Action Plan on an equal footing with the representatives of government authorities in the Interdepartmental Project Working Group on Coordination and Monitoring of Public Administration Reform.

The Strategy for the Development of e-Government in the Republic of Serbia in the period 2015-2018 and the Action Plan on implementing the Strategy in the period 2015-2016[[3]](#footnote-3) were adopted in December 2015 in order to coordinate management of the development of e-government, establish an institutional framework in this area and finalise the applicable legal framework. Overarching goals of the Strategy include: increased satisfaction of users of public services, reduced red tape for businesses and citizens, increased efficiency of administration through the use of information and communication technology (ICT) and national and cross-border interoperability (in particular with EU Member States), leading to increased transparency and accountability in the work of public administration and higher participation of citizens in democratic decision-making, with respect for gender equality, protection of personal data and a high level of data security within the system. The activities envisaged by the Action Plan to implement these objectives of the Strategy should ensure a swift and sound improvement in the state administration system through integration of new technologies and standards, in line with global trends such as “smart cities” and m-government, and should furthermore ensure stability and availability of government services and increase the capacities of state authorities by establishing the necessary strategic and legal framework for the use of ICT in public administration in accordance with the highest European and international standards.

In January 2016, the Government adopted the Strategy for Regulatory Reform and Improvement of Public Policy Management for the Period 2016-2020[[4]](#footnote-4). The key objectives of this Strategy include integration of individual elements of planning, budgeting and decision-making on public policies into a single system, improved quality of regulations and lower administrative expenses for citizens and businesses. Improved transparency of the legislative process and increased involvement of private and civil sectors in the passing of public policies are additional objectives pursued by this Strategy.

The ultimate goal of the reform of the overall administration system in Serbia is to build a reliable (legal certainty), accountable, efficient and economical administration in compliance with the so-called European Principles for Public Administration, capable of providing high-quality services to its users – citizens and economic and other entities. In this context, Serbia has passed a set of laws to enable the achievement of these goals.

The Law on General Administrative Procedure[[5]](#footnote-5) enacted in February 2016 is a major step towards a new approach in the treatment of citizens and businesses by the government and greater efficiency, effectiveness and transparency of work, which in turn will result in predictability in business – a key requirement for a sound economy. This Law provides the key legal basis and establishes new principles for transformation of the state into a service for citizens and businesses and enables modernisation of public administration, openness, debureaucratization, transparency and efficiency. The main objectives of the Law include modernisation and simplification of the administrative procedure, in particular by cutting any unnecessary administrative processes and procedures; more effective achievement of public interest and individual interests of citizens and legal entities in administrative matters through easier and fuller exercise and protection of lawfulness and citizens’ rights and freedoms in direct application of regulations in administrative matters; establishment of a citizen-oriented public administration which provides tailored services and guarantees quality and accessibility of public services; increased legal certainty; and improved business climate and quality of public services. The Law is important for European integration of the Republic of Serbiа and for transposition of numerous EU Directives. Among other things, the Law provides for the possibility of electronic communication and e-services.

In accordance with the OGP principles, this Law was enacted after comprehensive consultations involving all stakeholders, including representatives of state authorities, independent bodies, the professional community, civil society and citizens. These consultations took the form of panels, roundtables and consultative meetings with representatives of the civil society, businesses, regulatory bodies and the SCTM, as well as workshops, debates and public discussions.

The Law on Inspection Supervision[[6]](#footnote-6), enacted in April 2015, provided for a substantive and comprehensive reform in the field of inspection. The Law ensures better coordination and harmonisation of inspections conducted by different inspectorates, standardises and unifies inspection procedures and practices and supports sustainable operations and economic development in accordance with the regulations, thus contributing greatly to a more efficient combat against corruption and increased public trust in the work of the administration. The Law also provides for the establishment of an information system to facilitate the exchange of data and electronic documents, as well as risk assessment in inspections, which is the basis for increased transparency in this area.

Both Laws are sound examples of civil sector involvement in the legislative process and in increasing the transparency and accountability in the work of state administration. In addition to their participation in public debates, CSOs were also involved in the drafting of legislative arrangements.

In December 2015, the Government endorsed the Joint Declaration on Open Government for the Implementation of the 2030 Agenda for Sustainable Development[[7]](#footnote-7). The Declaration reaffirms the rule of law, the principles of transparency and open government and civic participation and important tools for effective implementation of the Agenda. The Declaration binds the participating countries in the Open Government Partnership to include in their Action Plan measures to promote transparency and specific objectives within overarching goal No. 16 on the Agenda, as well as other relevant objectives.

As regards new initiatives, an Open Data Readiness Assessment (ODRA) was conducted in Serbia in June 2015 with the support of the World Bank and the United Nations Development Programme (UNDP). Results of the ODRA were presented at a conference held in December 2015 in Belgrade. In addition to the Readiness Report, first examples of open data were also presented. The conference was attended by representatives of CSOs and the IT industry. Once the Open Data Readiness Assessment was completed, the next step was to identify and further examine the necessary steps, including completion of the institutional and legislative frameworks and transposition of the EU Directive on the re-use of public sector information. To that end, an Open Data Working Group was formed in March 2016 and tasked with following up on all activities pertaining to promotion of this initiative in Serbia. In view of this, the present Action Plan presents only additional activities regarding the open data initiative in addition to those already planned within the purview of the Open Data Working Group.

As a permanent consultation mechanism had not been in place during the previous cycle of the AP OGP for 2014 and 2015, in order to support implementation of the OGP initiative in the Republic of Serbia, the Centre for Research, Transparency and Accountability (CRTA), an NGO whose representatives are members of the Working Group tasked with preparing this Action Plan, developed an informative website on OGP (<http://ogp.rs/>) which provides detailed information on implementation of this initiative in the Republic of Serbia, contains all relevant documents in connection with the drafting of the Action Plan and features a section titled “get involved”, which allowed members of the public to propose commitments they believed should be included in the Action Plan. The Ministry of Public Administration and Local Self-Government (hereinafter referred to as: MPALSG”) cooperates closely with CRTA in connection with the content of this website and provides all relevant documents for posting. Furthermore, the MPALSG posts all relevant information on OGP activities on its website: <http://www.mduls.gov.rs/partnerstvo-za-otvorenu-upravu.php>.

**III. ACTION PLAN PREPARATION PROCESS**

Since recommendations in the IRM Report mostly relate to the Action Plan preparation process, engagement of all stakeholders and improvement of the consultative process, they are addressed in this section.

Recommendations set out in the IRM Report:

1. The MPALSG, with the support of the Office for Cooperation with Civil Society (hereinafter referred to as: Office), should organise consultative meeting with external stakeholders (not only civil society organizations, but also the private sector) to discuss the mechanisms for the multistakeholder consultations and the drafting process of the next action plan.

2. The MPALSG should assess available human and financial resources devoted to the OGP process to choose the optimal options for an OGP communication approach, awareness-raising campaign, and broader geographical reach of consultations beyond the capital city.

3. The MPALSG should coordinate the project drafting group, not merely gathering input but also ensuring that the document is coherent and that the lead and partnering agencies are aware of other milestones that are not under their purview.

4. The MPALSG should initiate the action plan consultation process in the presence of the representatives identified from concerned state bodies, and it should be done prior to developing a working draft to allow for external stakeholders to have a substantial impact in the stage of formulation.

5. The MPALSG should develop a model of maintaining contact and cooperating with local self-government units (hereinafter referred to as: LSGU) and SCTM and Municipalities in the drafting, implementation, and assessment stages.

As regards one of the main principles of the Open Government Partnership – close cooperation with the civil society, this cycle of Action Plan preparation saw significant improvement compared with the preparation of the previous document, AP OGP for 2014 and 2015.

The Action Plan preparation process officially began in January 2016 with the formation of the Special Interministeral Working Group on Drafting of the Second Action Plan for the Period from 2016 to 2017 and Realising Serbia’s Participation in the Open Government Partnership Initiative[[8]](#footnote-8) (hereinafter referred to as: Working Group). The Working Group is tasked with undertaking all activities in connection with the preparation and implementation of the Action Plan.

The first practical step towards improving cooperation with the civil society was made when the Working Group was being formed: namely, representatives of the civil society were invited to participate in its work as full members. Representatives of CSOs were selected in a transparent procedure. The Office, in cooperation with the MPALSG, published a Public Call[[9]](#footnote-9) for participation in the Working Group in November 2015 and also sent it to all CSOs on its mailing list. In addition to all information relevant for prospective applicants, the Public Call also stated the criteria for the selection of CSOs and for the appointment of CSO representatives as members and deputy members of the Working Group. These criteria reflected the intention to involve in the work of the Working Group and the preparation of the Action Plan CSOs active in various fields promoted by OGP values, including: access to data, access to information, media and information services, fiscal transparency, public advocacy and policies, strengthening the rule of law and raising civic awareness, combating corruption, development of new technologies and innovation in order to exchange information, improve public services and involve citizens in decision-making, open data and Open Government Partnership; another requirement was that the CSOs must have demonstrated their interest in a specific field in the past three years. The Public Call was sent to CSOs active across the Republic of Serbia, to ensure that CSOs which operate outside of the capital city are also represented (IRM recommendation No. 2).

Once the final date for application had passed, the selection procedure had been completed and the period for raising complaints had expired, a Committee consisting of representatives of the Office and the MPALSG made a final decision on the appointment of CSO members and deputy members to the Working Group. The Public Call, all relevant documents, ranking lists and the Commission’s final decision are available on the Office’s website.[[10]](#footnote-10)

Six representatives of CSOs were selected as members of the Working Group, including: Belgrade Open School – BOS; Centre for Research, Transparency and Accountability – CRTA; Civic Initiatives; Union of ICT Societies of Serbia – JISA; Local Democracy Centre; and Association of Business Women in Serbia. In addition to the CSO representatives, members of the Working Group included representatives of the MPALSG, the eGovernment Directorate, the Ministry of Finance, the Ministry of Justice, the Ministry of Foreign Affairs, the Ministry internal Affairs, the Ministry of Education, Science and Technological Development, the Ministry of Trade, Tourism and Telecommunication, the Anti-Corruption Agency, the Serbian European Integration Office, the Republic Secretariat for Public Policies, the Office, the National Assembly of the Republic of Serbia, the Public Procurement Office, the Government’s General Secretariat and the Serbian Chamber of Commerce.

In compliance with IRM recommendation No. 1, the MPALSG, in cooperation with the Office, organised a number of consultation meetings, which, among other things, addressed modes of cooperation and the process of Action Plan preparation. The representative of the Serbian Chamber of Commerce also participated in the activities of the Working Group, with the aim of involving the private sector. Nevertheless, full participation of the private sector was not ensured in this cycle of Action Plan preparation, as the time available for its preparation was rather limited due to the general elections in Serbia, as well as due to the lack of capacities that could be dedicated to promoting this initiative and communicating with the private sector.

The Working Group held its first meeting on 8 February 2015, in which it agreed on modes of cooperation, milestones in AP preparation and a schedule of activities.

In compliance with IRM recommendations Nos. 1 and 4, to ensure a broader consultative process and involvement of all interested CSOs in the early stages of Action Plan, the Working Group and representatives of relevant state authorities held a consultative meeting/roundtable with all interested CSOs before compiling a working draft of the Action Plan in order to identify the priorities and commitments that would be addressed by the Action Plan. The meeting was held on 19 February 2016 in Belgrade. A Public Call for participation in the consultative meeting/roundtable for CSOs from the entire territory of Serbia was posted on the websites of the MPALSG[[11]](#footnote-11) and the Office[[12]](#footnote-12) and was also distributed to all recipients on the Office’s CSO mailing list, with an enclosed agenda and relevant instructions, documents and forms relating to the proposals for commitments. Notice of the Public Call was also sent to all CSOs on the Office’s mailing list. The Public Call incorporated a form that could be used by CSOs to submit their proposals in writing. The meeting was attended by 40 representatives of CSOs. The Report from the consultative meeting was also posted on these websites.

As a result of joint efforts by Working Group members and CSO representatives, the meeting received twenty-two proposals from CSOs for commitments within the following themes: Civic Participation, Access to Information, Open Data, Government Integrity, Fiscal Transparency and Public Services. In addition, CSOs also submitted six written proposals of commitments.

All proposals made by CSOs were considered in the Working Group’s meetings and in meetings with relevant state authorities whose purview includes the proposed commitments. Most of the proposals were included in the Action Plan, while some were found to be unfeasible within the framework of the present Action Plan, in which case a relevant explanation was provided. Minutes of all meetings of the Working Group and the Report from the Consultative Meeting are available on MPALSG’s website[[13]](#footnote-13) and at [www.ogp.rs](http://www.ogp.rs)[[14]](#footnote-14), to allow all stakeholders to follow up on the Group’s work. These minutes also include all written proposals received from CSOs within the specified timeframe, with relevant explanations in case of those proposals that have not been incorporated in the Action Plan.

The commitments set out in this Action Plan were borne fully out of collaboration between the competent authorities and CSOs, i.e. all commitments were included in the Action Plan at the proposal of CSOs.

In addition to the Working Group’s members, representatives of the United Nations Development Programme (UNDP) and the SCTM also participated in the Group’s work and were involved in the preparation of the Action Plan (in compliance with IRM recommendation No. 5).

During the period in which the Action Plan was prepared, Serbia hosted a regional meeting of Western Balkans OGP Focal Points, which was held on 26-27 May 2016 in Belgrade. The participants presented draft Action Plans of the Western Balkan countries and, among other things, discussed individual commitments, possibilities for their improvement, possible solutions to identified issues and the form of Action Plans; tools and models of civil society engagement; examples of “commitments marked with an asterisk”, which were presented by members of the OGP Support Unit; and the concept of open data, which was presented by a representative of the Web Foundation. In addition to better understanding of the situation in the region with regard to implementation of the OGP initiative, the regional exchange of experiences also allowed the participants to compare the Action Plans in terms of openness of administration and ambition of the envisaged commitments and to improve the quality of their respective Action Plans. The participants also noted it would be opportune to consider a possible modification of the schedule of activities under the OGP initiative, since the current time schedule requires countries to adopt their Action Plan every two years in June, whereas the countries of the region would consider it more acceptable if the timeframe were moved forward to January, so the implementation of the commitments matches the adoption of national budgets.

In accordance with the rules of the OGP initiative, a working draft of the Action Plan was made publicly available on 15 July 2016, two weeks before the commencement of public consultations. A Public Call for participation of CSOs from the entire territory of Serbia was posted on the websites of the MPALSG[[15]](#footnote-15) and the Office,[[16]](#footnote-16) on the ePortal and at [www.ogp.rs](http://www.ogp.rs).[[17]](#footnote-17) The Office also sent notifications to all CSOs on its mailing list. Public consultations were held from the 1st to the 22nd of August 2016

In accordance with IRM recommendation No. 2, the public consultations on the text of the Draft Action Plan included three consultative meetings with CSOs, which were held on 5 August 2016 n Belgrade, on 9 August 2016 in Novi Sad and on 19 August 2016 in Niš. The Public Call for CSOs was repeated before each meeting and information on the agenda of each meeting was provided on the websites mentioned above. The meetings were attended by more than 150 participants, including representatives of CSOs, state administration, local self-governments, and Autonomous Province (hereinafter referred to as: AP); they also included members of the Working Group on Preparation of the Draft Action Plan. The Meetings in Novi Sad and Niš were organised through full collaboration between the MPALSG and the TASCO Resource Centre of Civic Initiatives, while the meeting in Belgrade was organized in collaboration between the MPALSG and the Office. By contributing their comments and suggestions, the participants helped improve the working draft of the Action Plan. The meetings held in Novi Sad and Niš were also used as opportunities to promote the OGP initiative itself, to ensure that CSOs outside of the capital city are introduced to it as thoroughly as possible.

A report of these public consultations is available on the websites of the MPALSG[[18]](#footnote-18) and the Office[[19]](#footnote-19), as well as at [www.ogp.rs](http://www.ogp.rs).[[20]](#footnote-20)

As regards IRM recommendation No. 2, the MPALSG has significantly improved its communication approach, although it was not possible to improve the human resources dedicated to implementation of the OGP initiative. Furthermore, preparation of the Action Plan was based on a broad consultative process, which was extended beyond the capital city in the second cycle of Action Plan preparation.

In accordance with IRM recommendation No. 3, the MPALSG coordinated the work of the Working Group. As representatives of Ministries, special organisations, the Government’s services, Independent Regulatory Body, the National Assembly and the Serbian Chamber of Commerce were actively involved in the activities of the Working Group, all responsible institutions and partner organisations were introduced to the overall content of the Action Plan.

Representatives of the SCTM were also involved in the preparation of the Action Plan, in the activities of the Working Group and in the defining of commitments relating to improvement of cooperation between LSGUs and the civil society, in accordance with IRM recommendation No. 5, while the consultative meetings were attended by a significant number of representatives of local self-governments and the AP. As already noted, the consultative meetings held outside of Belgrade apart from providing opportunities to solicit comments, also focused on promoting the OGP initiative, in order to introduce it to representative of local self-governments and the AP and to ensure their more active engagement in its implementation.

In accordance with the principles of the OGP initiative, the comments received on the Draft Action Plan were posted on the websites of the MPALSG and the Office and at [www.ogp.rs](http://www.ogp.rs). They were also presented in the Report on Public Consultations, with relevant explanations in case of those comments that have not been incorporated in the Action Plan.

**IV. COMMITMENTS**

**А. CIVIC PARTICIPATION**

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| *THEME*  **Improve the consulting process with the civil sector at the local level when adopting public policy documents** | | | | |
| *Name and number of the commitment*  **COMMITMENT 1:** **Develop a model of job description or part of job description of an officer responsible for cooperation with civil society in local administration** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Q4 2016 – Q4 2017  (October 2016 -December 2017) | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Ministry of Public Administration and Local Self-Government, Department of Local Self-Government (MPALSG)  SCTM | | | |
| Name of responsible person from implementing agency | Saša Mogić, MPALSG  Marko Tomašević, SCTM | | | |
| Title, Department | Assistant Minister, Department of Local Self-Government, MPALSG  Head of Unit for the Political System of Local Self-Governments at the SCTM Secretariat | | | |
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| Phone | 011 2685 344  011 3223 446 | | | |
| Other actors involved | Administration | Office for Cooperation with the Civil Society  LSGU | | |
| Civil sector organisations, private sector, working groups | Civic Initiatives | | |
| Status quo or problem addressed by the commitment | As part of development of the Strategy for an Enabling Environment for Civil Society Development in the Republic of Serbia for the Period 2016-2020, a survey of cooperation between LSGUs and CSOs in the process of enactment of regulations was conducted in 122 municipalities in 2015. The results of this survey showed that, of the total number of enactments adopted in 2014 (11,000 enactments, including budgets, strategic development plans, decisions, zoning plans, statutes etc.), only 3% had been subject to public hearings. Furthermore, those municipalities that did hold such public hearings, tended to involve CSOs in those hearings usually in the drafting stage, rather than in the follow-up on implementation and application. According to the available figures, the existence of a CSO liaison unit has positive effects both in terms of the number of public hearings held and in terms of involvement of CSOs in those public hearings. The average number of received comments, comments taken into consideration and accepted comments was higher in those municipalities that had designated a CSO liaison officer/body; those municipalities were also more likely to directly inform CSOs of public hearings they had held compared with the LSGUs which lack such officer/body.  The results of this survey show there is a clear need for a post if this type in the job classification documents of LSGUs, i.e. a post whose duties would, among other things, include liaison with CSOs, based on a previously developed job description model for such post. | | | |
| Main objective | To increase the number of LSGUs with a civil society liaison post in their job classification rules. Inclusion of such post in the job classification rules and setting of relevant job descriptions would improve cooperation between public administration bodies and the civil society and improve and develop mechanisms of cooperation between public administration and CSOs. | | | |
| Brief description of commitment (140-character limit) | Prepare and submit a model job description or part of a job description for a post in charge of civil society liaison for all LSGUs in the Republic of Serbia. The model job description should include a description of duties and a designation of job complexity and responsibility, with recommended civil service title, required level and type of education, qualifications and skills. | | | |
| OGP challenge addressed by the commitment | Improving public services, strengthening public integrity | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | The Public Administration Reform Strategy in the Republic of Serbia (*Official Gazette of RS* Nos. 9/14 and 42/14) highlights a need to improve the principles, standards and measures of cooperation between national and other authorities and organisations with CSOs in the making of decisions which pertain to issues of common interest and stands on matters of common interest.  The core principles underlying the involvement of CSOs in the drafting, passing and follow-up of regulations are set out in the Guidelines on Inclusion of Civil Society Organisations in the Process of Passing Regulations (*Official Gazette of RS* No. 90/14) are in line with the core OGP principles: openness and accountability of public administration and active engagement with citizens in all stages of the legislative process. The Guidelines contain recommendations for compliance with these principles by LSGUs and advise public administration bodies to appoint civil society liaison officers with the knowledge and skills required for these duties.  In this context, this commitment, in particular adoption of the proposed model job by LSGUs, will contribute to improved cooperation and greater engagement with citizens in the formulation and implementation of public policies. Defining of a job description for civil society liaison officers will contribute to implementation of the core OGP principles by those LSGUs that opt for this model. | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | An open and democratic society is based on constant dialogue between citizens, various social groups and sectors. While public administration bodies and a wide range of civil society organisations often have different roles, their common goal – improving the quality of life for citizens – can be achieved only on the basis of trust and mutual respect. In this context, it is necessary to develop methods and mechanisms of cooperation at all levels of their engagement, to the extent necessary for achieving their common goal. Development of the said model job description for civil sector liaison officers at LSGU level and its acceptance by or adaptation to the needs of each local -self-government and subsequent inclusion of this position in the staff of local self-governments should contribute to more active cooperation between LSGUs and civil society organisations, build mutual trust and foster greater openness and accountability of public administration bodies. | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Development of a model job description | Q4 2016  (October 2016) | | | Q4 2016  (December 2016) |
| 1. Presentation of the model job description to all LSGUs | Q1 2017  (January 2017) | | | Q1 2017  (February 2017) |
| 1. Follow up on the increase in the number of public administration bodies with a dedicated post for cooperation with CSOs | Q2 2017  (April 2017) | | | Q4 2017  (December 2017) |

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| *THEME*  **Improve the consultative process with the civil sector at national and local levels when adopting public policy documents** | | | | |
| *Name and number of the commitment*  **COMMITMENT 2:** **Organise trainings for public administration officers in connection with the application of the Guidelines on Inclusion of Civil Society Organisations in the Process of Passing Regulations** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Q4 2016- Q4 2017  (December 2016-December 2017) | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Office for Cooperation with the Civil Society | | | |
| Name of responsible person from implementing agency | Milena Banović | | | |
| Title, Department | Head of Division for Planning and Creating an Enabling Environment for Civil Society Development | | | |
| Email | [milena.banovic@civilnodrustvo.gov.rs](mailto:milena.banovic@civilnodrustvo.gov.rs) | | | |
| Phone | +381 11 311 3895 | | | |
| Other actors involved | Administration | Human Resource Management Service | | |
| Civil sector organisations, private sector, working groups | Civil society organisations | | |
| Status quo or problem addressed by the commitment | In 2015 we conducted the “Initial Survey for the Purpose of Drafting the First Strategy for an Enabling Environment for Civil Society Development in the Republic of Serbia for the Period 2015–2019”, which consisted of two parts. The data collected cover the period from 1 January to 31 December 2014.  The first part included data relating to cooperation between state administration and CSOs, based solely on information obtained from state administration bodies. Based on the survey results, of the 32 public administration bodies which participated in the survey, although invitations had been sent to 42 state administration bodies, only 11 state administration bodies reported they had held public hearings in 2014 in the process of passing regulations. According to the available data, of the total number of regulations passed in 2014 (351), only one in ten were subject to a public hearing (37 regulations in total, or 10,5%). Furthermore, a minority of the surveyed state administration bodies formed working groups tasked with drafting regulations in the course of last year. Generally, the only CSOs that are invited to participate in this form of cooperation are those that are recognised by the authorities as relevant for various reasons. Furthermore, public calls for CSOs to apply for membership in working groups are relatively rare (such calls were made only in respect of eight working groups of the 38 formed in 2014).  The second part of the survey includes data on cooperation between LSGUs and CSOs, which included 122 LSGUs, or 75% of all LSGUs in the Republic of Serbia. The results of this survey have shown that, of the total number of instruments passed in 2014 (11,000 instruments - budgets, strategic development plans, decisions, zoning plans. Statutes etc.), only 3% had undergone any kind of public hearing. In addition, those municipalities that did hold public hearings usually involved CSOs in the public hearings during the drafting stage, but not during the follow-up and implementation stages.  In 2015, the Office for Cooperation with the Civil Society collaborated with the TACSO project in Serbia to organise 10 two-day training events for representatives of LSGUs on the issues of transparent financing of civil society organisations and importance of cooperation with CSOs. The recommendations set out in the reports from these trainings are indicative of a need for additional training of civil servants about improved cooperation and possible cooperation mechanisms and models, especially with regard to involvement in the process of planning and allocation of funding. | | | |
| Main objective | Improved capacities of public administration bodies to establish sustainable models and mechanisms of cooperation with CSO when developing and implementing public policies. | | | |
| Brief description of commitment (140-character limit) | Plans have been made for up to 5 training events for representatives of public administration that would address the importance and potential modalities of cooperation with civil society organisations in the process of developing and implementing regulations and other public policy documents.  The trainings will be organised in collaboration with the Human Resource Management Service and other public administration services. The minimum planned number of participants is 20, including officers in charge of drafting regulations, as well as officers in charge of financing and cooperation with civil society organisations. | | | |
| OGP challenge addressed by the commitment | Improving public services, Strengthening public integrity | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | By increasing the capacities of public administration bodies in connection with the application of the Guidelines on Inclusion of Civil Society Organisations in the Process of Passing Regulations, we will contribute to better understanding of the role and importance of cooperation between public administration bodies and CSOs, which will contribute to greater civic participation in the work of public administration bodies and drafting of sounder regulations. This, in turn, will lead to greater transparency and accountability in the work of the authorities. | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | Improved practice of applying the already established mechanisms and levels of cooperation between public and private sectors by public administration bodies should contribute to civic participation in the drafting and implementation of regulations and public policies and ensure greater efficiency in the work of public administration bodies, along with cost cuts and optimisation of work of institutions, i.e. it should bring about to an overall increase in capacities, knowledge and skills of the staff of public administration bodies. | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Preparation of a Training Programme | Q4 2016  (December 2017) | | | Q1 2017  (January 2017) |
| 1. Organisation of training events | Q1 2017  (February 2017) | | | Q3 2017  (December 2017) |
| 1. Compiling a Report on Completed Trainings with recommendations for further improvement of the collaboration process | Q4 2017  (October 2017) | | | Q4 2017  (December 2017) |

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| *THEME*  **Improve the consultative process with the civil sector at the local level when adopting public policy documents** | | | |
| *Name and number of the commitment*  **COMMITMENT 3:** **Organise trainings for CSO in connection with application of the Guidelines on Inclusion of Civil Society Organisations in the Process of Passing Regulations** | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Q4 2016- Q4 2017  (December 2016-December 2017) | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Office for Cooperation with the Civil Society | | |
| Name of responsible person from implementing agency | Milena Banović | | |
| Title, Department | Head of Division for Planning and Creating an Enabling Environment for Civil Society Development | | |
| Email | [milena.banovic@civilnodrustvo.gov.rs](mailto:milena.banovic@civilnodrustvo.gov.rs) | | |
| Phone | +381 11 311 3895 | | |
| Other actors involved | Administration |  | |
| Civil sector organisations, private sector, working groups | Civic Initiatives, Civil society organisations | |
| Status quo or problem addressed by the commitment | The consultative process which preceded the drafting of the Strategy for an Enabling Environment for Civil Society Development included 10 consultative meetings that were held in 10 cities across Serbia and were attended by 433 participants, who gave their suggestions and proposals in connection with the proposed measures and activities included in the Strategy. According to the Report on the Consultative Process, CSO representatives were very actively involved in the discussion and highlighted the issue of insufficient knowledge of applicable legislation, including in particular secondary legislation which sets out the powers and functioning arrangements of state administration bodies. The overall conclusion was therefore that provisions should be made for activities that would inform and educate CSOs, with a view to increasing their capacities in connection with the institutional and legal framework for cooperation between public authorities and the civil society.  As part of the project “Creating an Enabling Environment for Civil Society Development” implemented by the Office with USAID support, an assessment was made of the capacities and needs of CSOs for the purpose of developing a long-term training plan to increase CSO capacities, which is implemented by the Office within its remit. The findings presented in the Office’s Strategic Framework for Increasing the Capacities of CSOs in the Period 2016-2018 point to a need for improved dialogue between civil and public sectors. In this context, we have recognised a need to improve the capacities of public and private sector actors and, to that end, a need for trainings that would increase the capacity of CSOs for cooperation with public administration institutions and involvement in the legislative process. | | |
| Main objective | Improved capacities of civil society organisations for cooperation with public administration institutions and involvement in the drafting and implementation of public policy documents. | | |
| Brief description of commitment (140-character limit) | The plan is to collaborate with Civic Initiatives to make a public call for interested CSOs and hold 4 training events for CSO staff in connection with application of the Guidelines on Inclusion of Civil Society Organisations in the Process of Passing Regulations in several cities in the Republic of Serbia. Minimum 30 representatives of CSOs are expected to undergo this training. | | |
| OGP challenge addressed by the commitment | Improving public services, Strengthening public integrity | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | Increased capacity of CSOs to participate in the process of passing regulations, in connection with application of the Guidelines on Inclusion of Civil Society Organisations in the Process of Passing Regulations, will contribute to greater understanding of the role and importance of cooperation between public administration bodies and CSOs, which in turn will contribute to greater civic participation in the work of public administration bodies and consequently to an improved quality of operations. This will bring about to greater transparency and accountability in the work of public authorities. | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | Improved capacity of CSOs to cooperate with public administration bodies will lead to more effective use of the already established cooperation mechanisms and thus contribute to greater and sounder civic participation in the drafting and implementation of regulations and public policies, which in turn will increase the quality of newly-passed regulations and contribute to their effective implementation. | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date |
| 1. Preparation of a Training Programme | Q4 2016  (December 2016) | | Q4 2017  (December 2016) |
| 1. Organisation of training events | Q1 2017  (February 2017) | | Q4 2017  (December 2017) |
| 1. Compiling a Report on Conducted Trainings with recommendations for further improvement of the cooperation process | Q3 2017  (October 2017) | | Q4 2017  (December 2017) |

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| *THEME*  **Increase the role of citizens in the public policy management system** | | | |
| *Name and number of the commitment*  **COMMITMENT 4: Improve the system for collecting initiatives from citizens and businesses[[21]](#footnote-21)** | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Ongoing – Q2 2017 | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Republic Secretariat for Public Policies | | |
| Name of responsible person from implementing agency | Ninoslav Kekić | | |
| Title, Department | Senior advisor, head of Group for Cooperation with Businesses and Citizens and Launching of Initiatives | | |
| Email | [ninoslav.kekic@rsjp.gov.rs](mailto:ninoslav.kekic@rsjp.gov.rs) | | |
| Phone | 3349-818 | | |
| Other actors involved | Administration | Ministry of Public Administration and Local Self-Government – eGovernment Directorate, Ministry of Economy | |
| Civil sector organisations, private sector, working groups | Civil society organisations and companies | |
| Status quo or problem addressed by the commitment | Ongoing consultations with stakeholders are crucial in the process of drafting and passing of regulations and public policy documents because they provide the required specific data and give information on the applicability of specific policy options that are being considered, as well as information on the willingness of stakeholders to take on the burden of additional obligations. Decision-makers often tend to propose, draft and pass regulations without consulting the stakeholders whose behaviour they seek to codify. In doing so, they miss the opportunity to collect meaningful information on the subject matter they seek to codify, fail to address or do not fully address the practical issues they encounter and sometimes pass inadequate provisions which are not based on a sound analysis of potential effects and available options for addressing those issues. In order to improve the role of citizens and businesses in decision-making, different models should be provided for the participation of citizens and businesses in the decision-making process. | | |
| Main objective | To improve the role of citizens and businesses in the public policy management system and in the passing of regulations | | |
| Brief description of commitment (140-character limit) | Different models should be available for enabling the participation of citizens and businesses in the decision-making process. An improved system for soliciting initiatives from citizens and businesses would be a key mechanism for the decision-making process. This commitment will require the installation of appropriate online software and provision of functionalities on the website of the Republic Secretariat for Public Policies (RSPP) through better, faster and easier access of citizens and businesses to the content of RSPP’s website. There are also plans to establish a Forum for Initiatives for Amendment of Inefficient Regulations in the Legislative Process. This system would enable citizens and businesses to submit initiatives to amend any existing regulations or initiatives to pass new regulations. For this system to be able to function properly, it will be necessary to build the capacities of the RSPP staff in charge of these duties. | | |
| OGP challenge addressed by the commitment | Strengthening public integrity | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | This commitment allows for broader civic participation in decision-making and contributed to improved cooperation and more active involvement of citizens in the process of drafting and passing of regulations. Citizens will be able to submit initiatives to amend or repeal any unnecessary regulations in accordance with the relevant procedures specified for the relevant initiative. | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | Once implemented, this commitment will:   * Enable submission of initiatives on the RSPP for the amendment of poor regulations and for the repeal of unnecessary ones, as well as follow-up on those initiatives and access to information on the submitted initiatives and case progress; * Lead to the formation of a Forum comprised of representatives of CSOs, industry and commerce (business associations) and public administration bodies which will discuss issues agreed in advance based on received initiatives to amend and pass regulations; * Result in the adoption of internal procedures for soliciting and processing initiatives from citizens and businesses. | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date |
| 1. Establishment of an interactive electronic portal for collecting initiatives from citizens and businesses | ongoing | | Q1 2017 (March 2017) |
| 1. Establishment of a Forum for initiatives for amendment of ineffective regulations and improvement of the legislative procedure | Q1 2017 (March 2017) | | Q2 2017 (June 2017) |
| 1. Development of (internal) procedures for collecting and processing initiatives from citizens and businesses | Q1 2017 (January 2017) | | Q2 2017 (April 2017) |

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| *THEME*  **Increase the role of citizens in the public policy management system** | | | |
| *Name and number of the commitment*  **COMMITMENT 5: Introducing standards for civic participation in the public policy management system[[22]](#footnote-22)** | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Ongoing – 30. June 2017 | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Republic Secretariat for Public Policies | | |
| Name of responsible person from implementing agency | Dragana Aleksić | | |
| Title, Department | Senior Advisor, Head of Group for EU Integration and Cooperation with International Organisations in the Field of Public Policies | | |
| Email | [dragana.aleksic@rsjp.gov.rs](mailto:dragana.aleksic@rsjp.gov.rs) | | |
| Phone | 3349-818 | | |
| Other actors involved | Administration | Ministry of Finance, Ministry of Public Administration and Local Self-Government, Secretariat General, Republic Secretariat for Legislation, Office for Cooperation with the Civil Society | |
| Civil sector organisations, private sector, working groups |  | |
| Status quo or problem addressed by the commitment | One of the key reasons why certain unenforceable public policy documents exist is that mechanisms for participation of stakeholders and target groups affected by those public policies are limited and unevenly applied. Serbia’s legal system does not incorporate arrangements for stakeholder consultation and rules for their implementation in the drafting of public policy documents. Furthermore, the process of passing of public policy documents is often non-transparent, i.e. the public is frequently unaware of the fact that a public policy is being drafted, which is why inputs by institutions and citizens whose expertise (based on previously conducted analyses and studies) could contribute to the quality of public policy documents remain unavailable to state administration bodies. | | |
| Main objective | Increase the role of citizens in the public policy management system | | |
| Brief description of commitment (140-character limit) | The key aspect of this commitment is to provide for consultations, i.e. to impose a duty on state administration bodies to hold consultations when drafting proposals of public policy documents. A legal framework should be put in place to define the consultation process, set out the criteria for determining the appropriate type and scope of consultations, specify the criteria for choosing representative members of the public and the business community who are knowledgeable on the subject matter and could take part in the consultations and provide for a duty to make public calls for participation of stakeholders and target groups.  Another important form of civic participation in the decision-making process is public hearing. It is necessary to set out methodological rules for the conduct of public hearings, standardise the public hearing process and ensure appropriate participation of stakeholders and target groups in the process of passing of public policy documents. | | |
| OGP challenge addressed by the commitment | Strengthening public integrity | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | This commitment will enable broader civic participation in decision-making and greater transparency of public administration. Enactment of the relevant law and regulation will impose a duty to hold consultations and public hearings in the process of drafting proposals of public policy documents. | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | This commitment will result in provisions which will impose a duty to hold consultations in the process of drafting proposals of public policy documents and will bind state administration bodies to announce the drafting of any public policy document on the eGovernment portal and on their website. Furthermore, methodological rules for consultations and public hearings in the process of drafting and passing public policy documents would be put in place. | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date |
| 1. Drafting of the Law on Planning System in the Republic of Serbia | Ongoing | | Q1 2017  (March 2017) |
| 1. Drafting of the Regulation on the Methodology for Public Policy Management, Analysis of Effects of Public Policies and Regulations and Content of Specific Public Policy Documents | Ongoing | | Q2 2017  (June 2017) |

**B. ACCESS TO INFORMATION**

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| *THEME*  **Improving Access to Information of Public Importance** | | | | |
| *Name and number of the commitment*  **COMMITMENT 6:** **Improving proactive transparency – Information Booklet** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Ongoing – upon expiry of fourteen months of the date of when the new Instructions come into force | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Implementing agency for activity 1,3,4,5,6: MPALSG  Implementing agency for activities 2: Commissioner for Information of Public Importance and Personal Data Protection | | | |
| Name of responsible person from implementing agency | MPALSG: Dražen Maravić  Commissioner:  Slavoljupka Pavlović | | | |
| Title, Department | MPALSG: Assistant Minister, Sector for development of good governance  Commissioner:  Head of the Cabinet, entrusted with tasks of the Assistant Secretary General of the Commissioner’s Office at the Sector for Harmonisation and Cooperation | | | |
| Email | [drazen.maravic@mduls.gov.rs](mailto:drazen.maravic@mduls.gov.rs)  [slavoljupka.pavlovic@poverenik.rs](mailto:slavoljupka.pavlovic@poverenik.rs) | | | |
| Phone | 011-3345-532  064 847-9-111 | | | |
| Other actors involved | Independent Regulatory Body | Commissioner for Information of Public Importance and Personal Data Protection | | |
| Civil sector organisations, private sector, working groups | CRTA – Centre for Research, Transparency and Accountability  Belgrade Open School (BOS)  UNDP | | |
| Status quo or problem addressed by the commitment | The Law on Free Access to Information of Public Importance, which came into force in 2004, provides that transparency in the work of public administration bodies can be achieved in two ways: proactively and reactively. Proactive transparency implies timely publishing of documents and availability of understandable information for citizens. Information booklets on the work of public authorities and their content are defined by the by the Law on Free Access to Information of Public Importance and they include information used or generated by public administration bodies in their work. The currently applicable arrangement for publishing the Information Booklets (in *Word/PDF* formats) and the updating system lead to insufficient data, make any attempt at oversight an arduous task and provide limited possibilities for comparison of information, which reduces citizens’ overall awareness of the issues.  The results of a survey carried out by the Belgrade Open School at the local self-government unit level showed that information booklets generally tend to lack the most sensitive information, especially information about the budget, which was observed in 69% of all cases. Only 16% of all municipalities published information about public procurement, while 11% published information about awarded state aid and various forms of financial support to public and other enterprises. About a half of all information booklets of LSGUs in Serbia (47%) do not contain information about e.g. documents and requirements necessary to exercise a social security entitlement or about the issuance of a certificate of registration with the register of births. | | | |
| Main objective | Improved access to information with full implementation of the proactive transparency principle through introduction of a single application to enter data in Information Booklets of public administration bodies.  The planned amendments to the Law on Free Access to Information of Public Importance, namely its Article 39 and Article 3 that defines the concept of a public authority body and the concept of a government body within the meaning of this Law, to which category of authorities refers obligation to publish the Information Booklet, as well as amendments to the Instructions on Preparation of Information Booklets, will see the information contained in those Information Booklets reformatted with the aim of opening the data contained therein and improving proactive transparency. In addition, harmonisation of these two documents would encourage the administration at all levels to open data in accordance with the “Open Data Readiness Assessment” published in December 2015. | | | |
| Brief description of commitment (140-character limit) | The planned amendments to the Law on Free Access to Information of Public Importance, namely its Article 39 and Article 3 that defines the concept of a public authority body and the concept of a government body within the meaning of this Law, to which category of authorities refers obligation to publish the Information Booklet, as well as amendments to the Instructions on Preparation of Information Booklets, will see the information contained in those Information Booklets reformatted with the aim of opening the data contained therein, improving proactive transparency and expanding the circle of administration bodies subject to the legal requirement of publishing Information Booklets. This will entail:  1) Development of a single IT system to access, process and present the Information Booklet  2) Designing a segment of an online platform that would serve as an Information Booklet, coupled with an obligation for public administration bodies to publish information booklets in *PDF* format.  3) Training of employees in government bodies for the use of a single IT system  4) Piloting the use of the application  5) Promotion of the application (single IT system) for the public, civil sector, business sector and the media.  Effectiveness of the amendments to Article 39 of the Law on Free Access to Information of Public Importance would be delayed until the online platform is designed. | | | |
| OGP challenge addressed by the commitment | Strengthening public integrity | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | The proactive transparency principle is fully compliant with the open government principles, which are also proclaimed by the OGP initiative. Timely provision of information in an open format would directly improve data accessibility, which will ensure transparency and accountability in the work of public administration and foster civic participation and influence on the work of public administration.  Provision of information in an *open data* format would enable subsequent processing of information and easier development of services and digital solutions for certain social services or social changes (e.g. development of a web or mobile application which would provide necessary information on required documentation to citizens). | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | In order to increase civic participation, it will first be necessary to raise citizens’ awareness, both in quantitative and in qualitative terms. In this context, the level of comprehensibility of information made available to citizens by the public administration should also be taken into account. Only if citizens fully comprehend information that is provided to them proactively can it be considered that citizens have been properly informed. Reformatting of the information booklets would entail changes in the data entry and updating arrangements, which in turn would have direct effects on citizens’ awareness and facilitate the work of civil servants and oversight of compliance with the Law.  If adopted, this measure would ensure the following:  - Public administration bodies would be able to enter data in their Information Booklets in a more efficient and faster manner  - The number of freedom of information requests would be reduced  - Public administration would be significantly improved because all pieces of information would be available in a single central database, both for other authorities and for citizens  - The system used for overseeing compliance with the Law on Free Access to Information of Public Importance would be more efficient if the oversight procedures were more expedient and if the oversight activities were conducted to a higher standard of quality.  - Interested parties would have easier and faster access to the required information, which they would be able to download in an open format, compare, cross-check and use for further analysis, research and development of various applications.  - Civic participation would improve significantly, as would the *watchdog* role of the media and citizens’ oversight of the work of public administration bodies. | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Amendments to the Law on Free Access to Information of Public Importance (the “Law”) | Ongoing | | | Q4 2016[[23]](#footnote-23) |
| 1. Passing of new Instructions on Preparation and Publishing of Information Booklets (the “Instructions”) | On the date when the Law comes into force | | | Two months of the date when the Law comes into force |
| 1. Development of a single IT system to access, process and present Information Booklets | On the date when the New Instructions come into force | | | Upon expiry of one month of the date when the new Instructions come into force |
| 1. Training of employees at government bodies in the use of a single IT system | Two months of the date when the new Instructions come into force | | | Upon expiry of fourteen months of the date when the new Instructions come into force |
| 1. Piloting the use of the application | At the beginning of the fourth month of the date when the new Instructions come into force | | | Nine months of the date when the new Instructions come into force |
| 1. Promotion of the application (single IT system) for the public, civil sector, business sector and the media. | Two months of the date when the new Instructions come into force | | | Fourteen months of the date when the new Instructions come into force |

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| *THEME*  **Improving Access to Information of Public Importance** | | | | |
| *Name and number of the commitment*  **COMMITMENT 7:** **Amendments to the Law on Free Access to Information of Public Importance** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Q4 2016 - Q4 2016 | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Ministry of Public Administration and Local Self-Government - MPALSG | | | |
| Name of responsible person from implementing agency | Dražen Maravić | | | |
| Title, Department | Assistant Minister, Sector for development of good governance | | | |
| Email | [drazen.maravic@mduls.gov.rs](mailto:drazen.maravic@mduls.gov.rs) | | | |
| Phone | 011-3345-532 | | | |
| Other actors involved | Administration | Special Working Group on preparation of the Draft Law Amending the Law on Free Access to Information of Public Importance | | |
| Civil sector organisations, private sector, working groups | CRTA – Centre for Research, Transparency and Accountability | | |
| Status quo or problem addressed by the commitment | The Law on Free Access to Information of Public Importance is currently being revised. The current revision aims to address certain deficiencies that have been observed in the implementation of the Law in practice.  The Law on Free Access to Information of Public Importance dates back to 2004. The Law has been praised as excellent in terms of its legislative arrangements, but its implementation in practice has revealed certain deficiencies.  The Commissioner for Information of Public Importance received a similar number of complaints in 2014 and 2015 – about 4,000 – mostly in cases of the so-called administrative silence. This shows that the legal enforcement mechanisms cannot be fully implemented in practice. In addition, the supervisory authority in charge of implementation of this Law, the Administrative Inspectorate, has rarely used the option of imposing penalties for violations of the Law. Indeed, in recent years, entities that broke the Law were allowed to go unpunished on several occasions.  The last two years saw progress in this regard, with the institution of infringement proceedings against a number of entities. However, taking into account that the Commissioner annually submits to Administrative inspection between 300 and 400 initiatives to initiate infringement proceedings, in cases of drastic violations of the right to free access to information of public interest, when the public authorities do not act according to the decision of the Commissioner, the number of infringement proceedings that are actually instituted remains very low.  As the Law is currently being revised, these and other shortcomings might be eliminated in order to raise awareness of entities subject to the Law on Free Access to Information of Public Importance, as a constitutional category.  Furthermore, the Action Plan on Development of e-Government also envisages the establishment of a legislative framework for open data and reuse of public sector information (to transpose the European Directive on Reuse of Public Sector Information) in the coming years. | | | |
| Main objective | Improved access to information  The future Law on Free Access to Information of Public Importance must include the following provisions:  1. To ensure efficient oversight of lawfulness of operations of public administration bodies and other entities subject to administrative oversight and inspection for violations of the right of access to information of public importance, in compliance with the principle of independence of oversight authorities and the principles of good governance  2. To introduce the obligation to obtain an opinion of the Commissioner for Information of Public Importance and Personal Data Protection in the process of passing regulations, to the extent that those regulations fall within the remit of this authority  3. To improve the situation regarding enforcement of decisions passed by the Commissioner for Information of Public Importance and Personal Data Protection  4. To bring the amount of fines in compliance with the Law on Misdemeanours and to establish a protective mechanism to ensure the achieved level of freedom of information cannot be reduced by other regulations  5. To impose a duty on the authorities subject to this Law to proactively publish information of public importance | | | |
| Brief description of commitment (140-character limit) | It is necessary to amend the Law on Free Access to Information of Public Importance to ensure the right of access to information and time limits set by the law are respected. The duty to proactively publish information should also be introduced. | | | |
| OGP challenge addressed by the commitment | Strengthening public integrity | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | Improvement in the access to information of public importance through amendments of the Law will ensure a higher level of freedom of information, which is also one of the core values of the Partnership. Also, genuine advocacy of improved public administration and fight against corruption must entail transparency in the work of public authorities, while lack of accountability for denial of access information to the public encourages violations of the Law, as can be seen from the increasing number of complaints lodged with the Commissioner. The above amendments to the Law would ensure that these issues are properly addressed. | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | Amendments to the Law on Free Access to Information of Public Importance would address the issues which arose in the implementation of this Law in practice. Proper oversight of implementation of the Law and of the institute of enforcement of the Commissioner’s decisions would improve the exercise of the right of access to information and would raise awareness of the importance of this right among the entities subject to this Law. In addition, amendments to the Law which would vest the Commissioner with the power to give opinions in the process of enactment of laws would ensure that the existing level of protection of rights is not reduced by other laws and regulations.  Amendments to the Law regarding proactive publishing of information would help reduce the number of appeals filed to the Commissioner due to violations of the right to free access to information of public interest, and improve respect for the right of access to information, which is also enshrined in the Constitution. | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Consultations between civil society organisations the Working Group on preparation of amendments to the Law on Free Access to Information of Public Importance | Q4 2016 | | | Q4 2016 |
| 1. Preparation of draft amendments to the Law on Free Access to Information of Public Importance | Ongoing | | | Q4 2016 |
| 1. Public debate programme established and published | Q4 2016 | | | Q4 2016 |
| 1. Public debate | Q4 2016 | | | Q4 2016 |
| 1. Submission of the Draft Law to the Government for review and adoption of the Bill | Q4 2016 | | | Q4 2016[[24]](#footnote-24) |

**C. OPEN DATA**

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| *THEME*  **Development of an Open Data Portal** | | | | |
| *Name and number of the commitment*  **COMMITMENT 8:** **Development of an Open Data Portal** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Ongoing - Q3 2017 | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | MPALSG - eGovernment Directorate | | | |
| Name of responsible person from implementing agency | Dušan Stojanović | | | |
| Title, Department | eGovernment Directorate | | | |
| E-mail | [dusan.stojanovic@deu.gov.rs](mailto:dusan.stojanovic@deu.gov.rs) | | | |
| Phone | 011-3341 885 | | | |
| Other actors involved | Administration | Ministry of Public Administration and Local Self-Government | | |
| Civil sector organisations, private sector, working groups | UNDP, Working Group on Open Data  Human Resource Management Service-Activity 4 | | |
| Status quo or problem addressed by the commitment | To date, Serbia has completed a feasibility study for open data, held a hackathon based on the first open data sets and commissioned a website containing open data and previously unavailable documents. Further coordinated efforts to open data will require a recognisable, unified state-of-the-art software solution to be published for an Open Data Portal. | | | |
| Main objective | The aim is to publish an Open Data Portal where all institutions would open their data sets and which would provide a recognisable setting for open data users. | | | |
| Brief description of commitment (140-character limit) | To prepare for the development of the Portal, we will conduct a needs analysis, examine positive experiences with existing Portals and develop technical specifications for the software. Based on the results of this exercise, a software solution will be developed in line with good global practice in terms of technology, which will be upgradeable and will ensure active participation of the open data user community. The next step would be to publish all existing data sets that have been opened to date on the Portal and to train users to ensure sound and comprehensive disclosure of available data. The Portal would also include open data metaregistries.  After that, the Portal would be promoted and other categories of open data users would be trained to use it. The portal would provide links to other open data portals published by individual authorities. | | | |
| OGP challenge addressed by the commitment | Strengthening public integrity | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | An Open Data Portal would enable public administration to publish data about its work and would thus increase transparency and citizen awareness, while also providing opportunities for developing applications which could potentially, in addition to providing improved services to citizens, also contribute to economic development and development of small and medium-sized enterprises. Accessible and comprehensible open data enable civic participation in the work of public administration and provide opportunities for technological innovation and development of highly useful applications and services. Open data portals bring budget savings because the administration has no need to spend budget resources to develop services and applications for open data sets, which increases the efficiency of its work. | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | The Open Data Portal should be a software solution developed with the generally accepted technological standards for this type of portals. It would publish open data sets of public administration bodies, links to open data subportals, visualisations and a search functionality. This would enable the use of data for analyses and drawing of conclusions based on big data.  Users of the Portal will include citizens, public administration employees, the civil society, the academic community, the IT community, businesses and the media. | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Development of the Portal | Ongoing | | | Q4 2016  (December 2016) |
| 1. Testing and pre-production runs | Q4 2016  (December 2016) | | | Q4 2016  (December 2016) |
| 1. User training 2. Promotion and training of users of open data sets | Q1 2017  (January 2017)  Q1 2017  (January 2017) | | | Q1 2017  (February 2017)  Q3 2017  (July 2017) |

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| *THEME*  **Create conditions for introducing the concept of open data by means of a bylaw passed pursuant to the Law on eGovernment** | | | | |
| *Name and number of the commitment*  **COMMITMENT 9:** **Draft a bylaw based on the Guidelines for Evaluation of Websites** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Ongoing - Q3 2017 | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | MPALSG - eGovernment Directorate | | | |
| Name of responsible person from implementing agency | Dražen Maravić  Dušan Stojanović | | | |
| Title, Department | Department of Good Governance  eGovernment Directorate | | | |
| E-mail | [dusan.stojanovic@deu.gov.rs](mailto:dusan.stojanovic@deu.gov.rs) | | | |
| Phone | 011-3345-532  011-3341 885 | | | |
| Other actors involved | Administration | MPALSG, Commissioner for Information of Public Importance, Working Group on Development of the Guidelines | | |
| Civil sector organisations, private sector, working groups | CRTA- Centre for Research, Transparency and Accountability | | |
| Status quo or problem addressed by the commitment | The eGovernment Directorate has been evaluating the websites of state administration bodies for more than ten years. This evaluation exercise covers also the websites of the bodies of the Autonomous Province of Vojvodina and local self-governments. While the open data initiative has been gaining momentum in Serbia, the concept of open data and its beneficial effects are still not sufficiently recognised by state institutions. Certain progress has already been achieved: a feasibility study for open data in the Republic of Serbia has been conducted, a Working Group on Open Data has been formed and an initiative has been launched to draft a legislative framework for open data and reuse of public-sector information. The Guidelines have been recognised as a mechanism for promoting the open data initiative. In this context, constant efforts are underway to further improve the Guidelines. In parallel with this, drafting of a Law on eGovernment is underway, and one of the main implementing regulations passed pursuant to that Law would be a Bylaw on Development of Websites and Publishing of Electronic Services, which would be based on the Guidelines. | | | |
| Main objective | The aim is to keep the Guidelines as a means of improving access to information of public importance, while also promoting the publishing of data in a machine-readable format. The mandatory information which must be disclosed in the Information Booklet on the Work of Public Authorities is also required for the purpose of evaluation of websites of public administration and LSGU bodies based on the methodology approved by the Government, which is set out in the Guidelines for Evaluation of Websites of Public Administration Bodies. This methodology should take the form of an implementing regulation based on the new Law on eGovernment, i.e. the above-mentioned Bylaw.  The Law on eGovernment should also provide for the establishment of metaregistries, which would specify the data included in the official records (databases) of public authorities, as well as for keeping of open data metaregistries which would be posted on the Open Data Portal.  The Bylaw based on the Guidelines should provide for the publishing of all information of public importance, electronic services and budgets in an open, machine-readable format, as well as for the publishing of citizens’ budgets of local self-governments and the AP. | | | |
| Brief description of commitment (140-character limit) | This Commitment will involve modification of the Guidelines and Criteria for Evaluation as they pertain to publishing of information of public importance, including budgets, in an open format. It will also include arrangements for entering information of public importance using a platform for automated data entry and generation of information booklets on the work of public authorities, as well as publishing of the content of those information booklets in several human-readable formats, as well as in an open machine-readable format. Such information includes also budget plans and budget execution. This measure will also define other aspects of websites, including the structure of websites of state authorities, and establishment of a metaregistry of data kept in official records and metaregistries of open data. Furthermore, provisions will be made for publishing of all parts of websites which contain information of public importance in an open format. | | | |
| OGP challenge addressed by the commitment | Strengthening public integrity | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | By becoming a piece of secondary legislation, the Guidelines for Evaluation of Websites, which apply to state administration, autonomous province and local self-government bodies, could be used as a tool for improving the quality and scope of publishing of information of public importance and electronic services and could support the opening of new data sets. One of the steps involved in this measure will be to modify the Guidelines and, on their basis, develop and adopt an implementing regulation pursuant to the Law on eGovernment. It is expected that the Law will be drafted in December 2016. These efforts would highlight the added value Serbia has derived from the Open Government Partnership. | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | To put in place regulations which would provide for continual improvement of websites of all public administration bodies, publishing of e-services and opening of data, with the aim of ensuring transparency and user-friendliness. | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Preparation of a Draft Law on eGovernment | Ongoing | | | Q4 2017  (December 2016) |
| 1. Improvement and modification of the Guidelines to include publishing of open data, automated entry of Information Booklets using an application and publishing of a standardised version of the Information Booklet on the home page of each website, as well as publishing of all open data and metadata sets | Ongoing | | | Q4 2016  (October 2016) |
| 1. Preparation of a Draft Rule book on the Content of Websites and Publishing of e-Services of State Administration Bodies | Q4 2016 | | | Q4 2016  (December 2016) |
| 1. Adoption of the Rule book | Q1 2017  (January 2017) | | | Q1 2017  (January 2017) |

**D. GOVERNMENT INTEGRITY**

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| *THEME*  **GOVERNMENT INTEGRITY – FIGHTING CORRUPTION** | | | | |
| *Name and number of the commitment*  **COMMITMENT 10:** **Improve the institute of public hearing in the drafting of laws** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Q4 2016 - Q2 2017 | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Lead implementing agency for activities 1 and 2: MPALSG  Lead implementing agency for activities 3 and 4: Government’s Secretariat General/Republic Secretariat for Legislation | | | |
| Name of responsible person from implementing agency | 1. MPALSG: Dražen Maravić  2. Government’s Secretariat General: Suzana Otašević and Ljubinka Knežević  3. RSL: Darko Radojičić | | | |
| Title, Department | 1. Assistant Minister, Department for Development of Good Governance  2. Suzana Otašević, Head of Group, Department of Planning, Supervision, Policy Coordination and Tasks related to the EU Integration Process  Ljubinka Knežević, Independent Advisor  3.Assistant Director, Department for Drafting of Regulations | | | |
| Email | [drazen.maravic@mduls.gov.rs](mailto:drazen.maravic@mduls.gov.rs)  [suzana.otasevic@gov.rs](mailto:suzana.otasevic@gov.rs), [ljubinka.knezevic@gov.rs](mailto:ljubinka.knezevic@gov.rs)  [darko.radojicic@gov.rs](mailto:darko.radojicic@gov.rs) | | | |
| Phone | 011-3345-532  011-3620-099  011-363-3527 | | | |
| Other actors involved | Administration | Anti-Corruption Agency  Republic Secretariat for Public Policies | | |
| Civil sector organisations, private sector, working groups | Civil society organisations | | |
| Status quo or problem addressed by the commitment | It is not uncommon for the Government to submit bills for parliamentary debate without first holding a public hearing. Since the criteria for determining when a public hearing has to be held in the legislative process, as set out in the Law on Public Administration and the Government’s Rules of Procedure, are not sufficiently clear and are subject to different interpretations in practice, this issue should be addressed in detail through amendments to those regulations.  Moreover, even when public hearings are held, stakeholders’ comments and suggestions are sometimes not taken into account and Ministries sometimes fail to explain in the reports of public hearings how they reviewed such suggestions and proposals, whether they accepted such suggestions and proposals and, if so, to what extent. Lack of public hearings and enactment of laws in an expedited procedure are detrimental to civic participation and transparency; furthermore, laws enacted in this way are as a rule deficient in some way and entail a certain level of corruption risks. | | | |
| Main objective | To create legal assumptions for public hearings and ensure that texts of draft laws submitted for public hearing are subsequently modified primarily as a result of acceptance of comments and suggestions made in the public hearing. This should apply to all laws, except in cases where certain precisely defined criteria are met that require immediate action, where the laws are passed to ratify international agreements or where the so-called “technical” amendments are made to laws, i.e. amendments which do not affect the existing conditions and the manner in which natural persons and legal entities exercise their rights and responsibilities etc.  Cases when laws are enacted without a public hearing should be kept at an absolute minimum and this should be done only when strictly necessary, in urgent situations where postponement is not possible, in accordance with precisely defined criteria.  Furthermore, a duty should be imposed on public authorities when drafting laws to post on their website all received proposals and comments, as well as reasons for accepting or rejecting those proposals, before providing a detailed report of the public hearing. Interactive relations should be established with stakeholders to ensure that any proposals and suggestions made during a public hearing are clearly conceived, consistent and as specific as possible. | | | |
| Brief description of commitment (140-character limit) | Amendments to the Law on Public Administration and the Government’s Rules of Procedure as they pertain to mandatory public hearings in the drafting of laws. | | | |
| OGP challenge addressed by the commitment | Strengthening public integrity | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | This commitment will clearly contribute to the attainment of all proclaimed principles of the Open Government Partnership – transparency and civic participation. Namely, amendments to these regulations should ensure that public hearings are held on a regular basis and that draft laws submitted for public hearing can subsequently be modified primarily as a result of acceptance of comments and suggestions made during public hearings; the amendments should also provide for publishing of all received proposals and comments, as well as reasons for accepting or rejecting such proposals. | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | Public hearings are held in the process of enactment of all laws, except in cases where certain precisely defined criteria are met that require immediate action, where the laws are passed to ratify international agreements or where the so-called *“technical”* amendments are made to laws, i.e. amendments which do not affect the existing conditions and the manner in which natural persons and legal entities exercise their rights and responsibilities etc. Furthermore, when drafting laws, public authorities post on their website all received proposals and comments, as well as reasons for accepting or rejecting those proposals. This contributes to greater transparency in the legislative process, encourages civic participation in the legislative process and improves the quality of enacted laws. | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Preparation of a Draft Law amending the Law on Public Administration |  | | | 1. Q4 2016 |
| 1. Submission of the Draft Law to the Government for review and endorsement of a Bill. | 2. Q4 2016 | | | 2. Q4 2016[[25]](#footnote-25) |
| 1. Preparation of amendments to the Government’s Rules of procedure | 3. Q1 2017 | | | 3. Q2 2017 |
| 4. Submission of a Proposal of Rules of Procedure to the Government for review and adoption | 4. Q2 2017 | | | 4. Q2 2017 |

**E. FISCAL TRANSPARENCY**

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| *THEME*  **Improve procedures governing public calls for applications for the allocation of public funds at all levels of government, including evaluation issues and available remedies.** | | | | |
| *Name and number of the commitment*  **COMMITMENT 11: Development of a uniform methodology for planning, monitoring and performance evaluation of programmes and projects implemented by civil society organisations and monitoring the spending of allocated funds** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Q1 2017 – Q2 2017  (January - June 2017) | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Office for Cooperation with the Civil Society | | | |
| Name of responsible person from implementing agency | Milena Banović | | | |
| Title, Department | Head of Division for Planning and Creating an Enabling Environment for Civil Society Development | | | |
| Email | [milena.banovic@civilnodrustvo.gov.rs](mailto:milena.banovic@civilnodrustvo.gov.rs) | | | |
| Phone | +381 11 311 3895 | | | |
| Other actors involved | Administration | Ministry of Public Administration and Local Self-Government | | |
| Civil sector organisations, private sector, working groups | Civil society organisations | | |
| Status quo or problem addressed by the commitment | The data obtained through the Annual Aggregate Report on spending of budget funds allocated and disbursed to associations and other civil society organisations from the national budget of the Republic of Serbia as support to programme activities show that cross-checking methods are not sufficiently used in the monitoring of execution of supported projects and programmes. These data also show that the main method of monitoring the execution of programmes and projects is review of final and narrative reports, while monitoring visits to associations account for the lowest share. This shows there is a need to harmonise the practices of monitoring supported CSO programmes and projects, using multiple different monitoring and evaluation methods. | | | |
| Main objective | The aim of improving the process of monitoring and evaluation of supported programmes and projects is to ensure sounder follow-up to ensure their better implementation. In addition, this will give public administration bodies a much better image of the value for money of their investment, which will provide the basis for improved planning and more effective spending of budget funds, in accordance with the objectives set out in public policy documents. | | | |
| Brief description of commitment (140-character limit) | Preparation and adoption of methodological instructions for the development of a plan of monitoring and evaluation of approved CSO programmes and projects and tracking spending of allocated funds. | | | |
| OGP challenge addressed by the commitment | More efficient management of public resources | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | Strengthening the system of fiscal accountability and provision of information to the general public about CSO projects and programmes financed from the national budget of the Republic of Serbia will promote and develop integrity and accountability in the work of state institutions and build citizens’ trust in state institutions and civil society organisations. | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | Adoption of methodological instructions on the development of a plan of monitoring and evaluation of approved programmes and projects will impose a duty on public administration bodies to adopt a uniform approach to planning, monitoring and evaluation of approved CSO programmes and projects. This uniform approach to evaluation of the results of supported projects and programmes will provide a basis for evaluation and publishing of achieved results. This measure is in line with Commitment 12 of this Action Plan, which envisages amendments to the Regulation on Funds to Support Programmes or Missing Amount of Funds for Programmes of Public Interest implemented by Associations, as is imposes a duty to report on achieved results of the supported CSO programmes and projects and defines the content and form of the Tender Cycle Evaluation Report. This will ensure better public availability of information about the value for money of implemented projects and greater accountability of public administration bodies and CSOs for the public money they spend. | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Development of a single Methodology of Planning, Monitoring and Evaluation of Implemented Programmes and Projects of Civil Society Organisations and Tracking Spending of Allocated Funds | Q1 2017  (January 2017) | | | Q1 2017  (March 2017) |
| 1. Submission of a Proposal of Conclusion on adopting the Single Methodology of Planning, Monitoring and Evaluation of Implemented Programmes and Projects of Civil Society Organisations and Tracking Spending of Allocated Funds for review and adoption by the Government of Serbia | Q1 2017  (March 2017) | | | Q2 2017  (April 2017) |
| 1. Adoption of the Single Mythology of Planning, Monitoring and Evaluation of Implemented Programmes and Projects of Civil Society Organisations and Tracking Spending of Allocated Funds and its publication in the *Official Gazette of the Republic of Serbia*. | Q2 2017  (April 2017) | | | Q2 2017  (April 2017) |
| 1. Distributing of the Single Mythology of Planning, Monitoring and Evaluation of Implemented Programmes and Projects of Civil Society Organisations and Tracking Spending of Allocated Funds to all public administration bodies. | Q2 2017  (May 2017) | | | Q2 2017  (June 2017) |

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| *THEME*  **Improve procedures governing public calls for applications for the allocation of public funds at all levels of government, including evaluation issues and available remedies.** | | | | |
| *Name and number of the commitment*  **COMMITMENT 12: Amend the Regulation on Funds to Support Programmes or Missing Amount of Funds for Programmes of Public Interest implemented by Associations** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Q4 2016 – Q1 2017  (December 2016-April 2017) | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Lead implementing agency for activities 1 and 2: Office  Lead implementing agency for activities 2 and 3: MPALSG | | | |
| Name of responsible person from implementing agency | Natalija Pavlović Šiniković | | | |
| Title, Department | Assistant Minister, Department of Human and Minority Rights and Freedoms and Registries | | | |
| Email | [natalija.pavlovic@mduls.gov.rs](mailto:natalija.pavlovic@mduls.gov.rs) | | | |
| Phone | 011/2645-231 | | | |
| Other actors involved | Administration |  | | |
| Civil sector organisations, private sector, working groups | Civil society organisations | | |
| Status quo or problem addressed by the commitment | The existing legal order in the Republic of Serbia does not impose a duty to publish reports on the achieved results of programmes and projects supported from the national budget of the Republic of Serbia. | | | |
| Main objective | Provision of information to the general public about the results of programmes and projects financed from the national budget of the Republic of Serbia will enable better insight into the importance of cooperation between public administration bodies and CSOs in the implementation of public policy measures and reinforce citizens’ trust in the work of CSOs. | | | |
| Brief description of commitment (140-character limit) | Amendments to the Regulation on Funds to Support Programmes or Missing Amount of Funds for Programmes of Public Interest implemented by Associations will introduce a duty to publish a report on the results achieved by supported CSO programmes and projects and will define the content and form of the Tender Cycle Evaluation Report. | | | |
| OGP challenge addressed by the commitment | More efficient management of public resources | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | Provision of information to the general public about the projects and programmes of civil society organisations financed from the national budget of the Republic of Serbia and the results they achieved will promote and develop integrity and accountability in the work of state institutions and build citizens’ trust in state institutions and civil society organisations. | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | This measure would impose a duty to publish the results achieved by the CSO programmes and projects supported from the national budget, which would give the public detailed access to information about the purpose of budget spending and the results achieved through such spending, which in turn would contribute to promotion of the core OGP values (fiscal transparency, openness and accountability of public administration). | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Preparation of an Initiative to amend the Regulation on Funds to Support Programmes or Missing Amount of Funds for Programmes of Public Interest implemented by Associations | Q4 2016  (December 2016) | | | Q1 2017  (January 2017) |
| 1. Submitting the Initiative to the Ministry of Public Administration and Local Self-Government, by the Office for Cooperation with the Civil Society | Q1 2017  (January 2017) | | | Q2 2017  (March 2017) |
| 1. Adoption of amendments to the Regulation on Funds to Support Programmes or Missing Amount of Funds for Programmes of Public Interest implemented by Associations | Q1 2017  (March 2017) | | | Q2 2017  (April 2017) |

**F. PUBLIC SERVICES**

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| THEME  **Improve the legal framework in the field of e-business** | | | | |
| *Name and number of the commitment*  **COMMITMENT 13: Enactment of a Law on Electronic Documents, Electronic Identification and Trusted Services in Electronic Business** | | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Ongoing - Q4 2017 | | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Ministry of Trade, Tourism and Telecommunications | | | |
| Name of responsible person from implementing agency | Sava Savić | | | |
| Title, Department | Assistant Minister, Ministry of Trade, Tourism and Telecommunications, Department of Information Society | | | |
| E-mail | [sava.savic@mtt.gov.rs](mailto:sava.savic@mtt.gov.rs) | | | |
| Phone | 011-20 20 072 | | | |
| Other actors involved | Administration |  | | |
| Civil sector organisations, private sector, working groups |  | | |
| Status quo or problem addressed by the commitment | Trust in online services is a crucial element for building trust in the work of public administration, as well as for social development.  The existing regulations (Law on Electronic Signature and Law on electronic Document) do not cover certain segments of use of electronic data, means of electronic communication and electronic processing of data in the transactions of natural persons and legal entities, including public administration bodies (e-business), which feeds into the fear that e-services make it impossible to verify the identity of a legal entity or natural persons, enable electronic identification and guarantee for the authenticity of specific data, all of which affects the openness of public administration.  The Draft Law on Electronic Documents, Electronic Identification and Trusted Services in Electronic Business was prepared and public debate was conducted from 7-30. September 2016. The analysis of propositions and coments of the participants in the public debate is currently in progress and the preparation of the Draft Law that will be submitted to the competent state bodies for opinions, in order to be submited to the Government for approval. | | | |
| Main objective | Enactment of the proposed Law and its implementing regulations would complete the legal framework for establishing a common basis for electronic interactions between citizens, companies and public administration bodies and fostering greater trust in electronic transactions, online services, e-business and e-commerce. It is particularly important to put in place more detailed provisions pertaining to: generation and validation of electronic signatures and electronic stamps and their validity and power as evidence; registered electronic delivery service as an electronic data transmission service where the service provider provides evidence of handling of transmitted data; document conversion to different formats in a way which preserves the content; digitalisation of documents that were not originally made in an electronic form; provision of trusted services/electronic identification; website authentication; introduction of relevant registers in the field of e-business; and conditions for storing and archiving electronic documents. | | | |
| Brief description of commitment (140-character limit) | The new Law will improve Serbia’s legal framework and harmonise it with the most recent EU regulations in this field by introducing provisions pertaining to electronic documents, electronic identification and trusted services in e-business. The Law will introduce registers of electronic identification service providers, trusted service providers and qualified devices for certificate generation, regulate long-term storage of information and legal validity of electronic signatures and stamps and provide for their validation regardless of future technological changes. | | | |
| OGP challenge addressed by the commitment | Improving public services | | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | The Law and bylaws will enable easier and faster access to information and services provided by state administration bodies, with the aim of ensuring efficient, transparent and accountable work of state administration and providing better public services, suited to the needs of citizens and businesses. The Law will contribute to the attainment of core OGP values: technology and innovation as tools for achieving transparency and accountability. It will create conditions for fostering greater trust in electronic transactions and online services/e-business, which in turn will lead to greater transparency and accountability of public administration and civic participation in the drafting of regulations and decision-making. The Law will facilitate access to information and civic participation. | | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | The new Law and its implementing regulations will:   * Improve Serbia’s legal framework and harmonise it with the most recent EU regulations * Create assumptions for fostering greater trust in e-business and use of new technologies by citizens and state administration and civic participation in the drafting of regulations and decision-making. | | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date | |
| 1. Collecting and harmonizing opinions with the text of the Draft Law | Q4 2016 | | | Q4 2016 (November 2016) |
| 1. Adoption of the Law by the Government | Q4 2016 (December 2016) | | | Q4 2016 (December 2016) |
| 1. Submission of the Bill to the Parliament and Passing the Law | Q4 2016 (December 2016) | | | Q1 2017 (March 2016) |
| 1. Drafting bylaws | Q2 2017 | | | Q4 2017 |

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| *THEME*  **Improve the quality of services provided by the public administration to citizens and businesses and reduce administrative costs for businesses and citizens** | | | |
| *Name and number of the commitment*  **COMMITMENT 14: Establish a single public register of administrative procedures and other conditions for pursuing a business activity[[26]](#footnote-26)** | | | |
| Commitment Start and End Date (e.g. 30 June 2015 - 30 June 2017) | Ongoing – Q4 2018 | | |
| Lead implementing agency – Ministry, subordinated body, agency etc. | Republic Secretariat for Public Policies | | |
| Name of responsible person from implementing agency | Ninoslav Kekić | | |
| Title, Department | Senior Advisor, head of Group for Cooperation with Businesses and Citizens and Launching of Initiatives | | |
| Email | [ninoslav.kekic@rsjp.gov.rs](mailto:ninoslav.kekic@rsjp.gov.rs) | | |
| Phone | 3349-818 | | |
| Other actors involved | Administration | Ministry of Economy, Ministry of Finance, Ministry of Trade, Tourism and Telecommunications, Ministry of Public Administration and Local Self-Government,  Human Resource Management Service-activity 2 (as it pertains to training) | |
| Civil sector organisations, private sector, working groups | Serbian Chamber of Commerce | |
| Status quo or problem addressed by the commitment | The existing public administration system does not have an integrated database of applicable administrative requirements (procedures). Citizens are therefore often confused, not knowing where to ask for advice or seek information about the procedures and costs of services provided by state administration bodies. This often creates unnecessary additional expenses and waste of time for public service seekers. A comprehensive and updated electronic database of administrative requirements would facilitate access to the required information for citizens and businesses, thus avoiding any additional expenses. | | |
| Main objective | To increase transparency in the work of public administration and cut overall administrative expenses for businesses and citizens in the exercise of their rights and compliance with their statutory duties | | |
| Brief description of commitment (140-character limit) | A single public register of administrative procedures and other conditions for pursuing a business activity will enable citizens and businesses to access in one place all administrative requirements and procedures that have to be met and completed in order to obtain a certain service, including any costs in the form of fees, charges etc. Simplification of procedures and scrapping of unnecessary levies will create assumptions for greater predictability of operations and lower costs for citizens and businesses associated with the exercise of their guaranteed rights and compliance with their statutory duties. It is of particular importance to provide citizens and businesses with information about integrated procedures, i.e. procedures within the purview of multiple public administration bodies, in order to clearly identify all activities that need to be undertaken to complete a procedure as soon as possible. | | |
| OGP challenge addressed by the commitment | Improving public services, Strengthening public integrity | | |
| Relevance.  Briefly describe the way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability. (A detailed description of these values is available in the OGP Values Guidance Note.) | Introduction of the register will contribute to greater transparency in the work of public administration and facilitate day-to-day operations of businesses and daily life of citizens. Citizens and businesses will have at their disposal a “one-stop shop” where they will be provided with details of all procedures and costs for the parties involved and information on the relevant bodies in charge of those procedures. | | |
| Ambition.  Briefly describe the intended results of the commitment and how it will either make government more open or improve government through more openness. | Implementation of this commitment will result in free online availability of a single updated database of administrative procedures and other conditions for pursuing a business activities. In this way, citizens and businesses will have ready access to the information they need without incurring any unnecessary additional expenses; this will save time for public service seekers and increase the efficiency of public service providers. | | |
| Milestone  Activity with a verifiable deliverable and completion date | Start Date | | End Date |
| 1. Preparation and adoption of an operating action plan on the establishment of a single public register of administrative procedures and other conditions for business activities | Q2 2016  (May 2016) | | Q4 2016  (November 2016) |
| 1. Designing forms and conducting trainings for inventorying administrative procedures | Q2 2016  (June 2016) | | Q1 2017  (March 2016) |
| 1. Inventory of administrative procedures | Q1 2017  (January 2017) | | Q2 2017  (April 2017) |
| 1. Inventory of business procedures | Q2 2017  (April 2017) | | Q4 2017  (December 2017) |
| 1. Development of a methodology for optimising the inventoried administrative requirements | Q4 2017  (October 2017) | | Q4 2017  (December 2017) |
| 1. Development of software for the e-portal of the integrated public register of administrative procedures | Q1 2018  (March 2018) | | Q4 2018  (December 2018) |

1. Official Gazette of RS Nos. 9/14 and 42/14-corrigendum [↑](#footnote-ref-1)
2. Official Gazette of RS No. 31/15 [↑](#footnote-ref-2)
3. Official Gazette of RS No.107/15 [↑](#footnote-ref-3)
4. Official Gazette of RS No.8/16 [↑](#footnote-ref-4)
5. Official Gazette of RS No.18/16 [↑](#footnote-ref-5)
6. Official Gazette of RS No.36/15 [↑](#footnote-ref-6)
7. Government's Conclusion 05 number 021-14201/2015 of 30 December 2015 [↑](#footnote-ref-7)
8. Decision No. 06-00-377/2015-04 of 20 January 2016 [↑](#footnote-ref-8)
9. <http://civilnodrustvo.gov.rs/vest/partnerstvo-za-otvorenu-upravu:-kandidatura-za-%C4%8Dlana-radne-grupe.37.html?newsId=689> [↑](#footnote-ref-9)
10. <http://civilnodrustvo.gov.rs/vest/partnerstvo-za-otvorenu-upravu:-doneta-odluka--o-o-izboru-%C4%8Dlanova-i-zamenika-%C4%8Dlanova.37.html?newsId=699>

    <http://civilnodrustvo.gov.rs/upload/documents/Kancelarija/Dokumenta_Kancelarije/Konacna%20Odluka%20Komisije%20RG%20OGP.pdf> [↑](#footnote-ref-10)
11. <http://www.mduls.gov.rs/latinica/partnerstvo-otv-upravu-2017.php> [↑](#footnote-ref-11)
12. <http://www.civilnodrustvo.gov.rs/%D0%B2%D0%B5%D1%81%D1%82/%D0%BF%D0%B0%D1%80%D1%82%D0%BD%D0%B5%D1%80%D1%81%D1%82%D0%B2%D0%BE-%D0%B7%D0%B0-%D0%BE%D1%82%D0%B2%D0%BE%D1%80%D0%B5%D0%BD%D1%83-%D1%83%D0%BF%D1%80%D0%B0%D0%B2%D1%83:-%D0%BA%D0%BE%D0%BD%D1%81%D1%83%D0%BB%D1%82%D0%B0%D1%86%D0%B8%D1%98%D0%B5-%D1%81%D0%B0-%D1%86%D0%B8%D0%B2%D0%B8%D0%BB%D0%BD%D0%B8%D0%BC-%D0%B4%D1%80%D1%83%D1%88%D1%82%D0%B2%D0%BE%D0%BC.74.html?newsId=705> [↑](#footnote-ref-12)
13. <http://www.mduls.gov.rs/latinica/partnerstvo-otv-upravu-2017.php> [↑](#footnote-ref-13)
14. <http://ogp.rs/akcioni-plan-2016-2017/#dokumenta> [↑](#footnote-ref-14)
15. <http://www.mduls.gov.rs/latinica/partnerstvo-za-otvorenu-upravu.php> [↑](#footnote-ref-15)
16. <http://civilnodrustvo.gov.rs/%D0%B2%D0%B5%D1%81%D1%82/%D1%98%D0%B0%D0%B2%D0%BD%D0%B8-%D0%BF%D0%BE%D0%B7%D0%B8%D0%B2-%D0%B7%D0%B0-%D1%83%D1%87%D0%B5%D1%88%D1%9B%D0%B5-%D1%83-%D1%98%D0%B0%D0%B2%D0%BD%D0%B8%D0%BC-%D0%BA%D0%BE%D0%BD%D1%81%D1%83%D0%BB%D1%82%D0%B0%D1%86%D0%B8%D1%98%D0%B0%D0%BC%D0%B0-%D0%BE-%D0%B0%D0%BA%D1%86%D0%B8%D0%BE%D0%BD%D0%BE%D0%BC-%D0%BF%D0%BB%D0%B0%D0%BD%D1%83-%D0%BF%D0%B0%D1%80%D1%82%D0%BD%D0%B5%D1%80%D1%81%D1%82%D0%B2%D0%B0-%D0%B7%D0%B0-%D0%BE%D1%82%D0%B2%D0%BE%D1%80%D0%B5%D0%BD%D1%83-%D1%83%D0%BF%D1%80%D0%B0%D0%B2%D1%83-20162017.74.html?newsId=743> [↑](#footnote-ref-16)
17. <http://ogp.rs/vesti/javni-poziv-za-ucesce-u-javnim-konsultacijama-o-akcionom-planu-za-sprovodenje-pou-inicijative/> [↑](#footnote-ref-17)
18. <http://www.mduls.gov.rs/partnerstvo-za-otvorenu-upravu.php> [↑](#footnote-ref-18)
19. <https://goo.gl/AwW91X> [↑](#footnote-ref-19)
20. <http://ogp.rs/vesti/izvestaj-o-sprovedenim-javnim-konsultacijama/> [↑](#footnote-ref-20)
21. This commitment is envisaged by the Action Plan on Implementation of the Strategy for Regulatory Reform and Improved Public Policy Management in the Period 2016-2017; however, since it is relevant in terms of OGP values, it has also been included in this Action Plan. [↑](#footnote-ref-21)
22. This commitment is envisaged by the Action Plan on Implementation of the Strategy for Regulatory Reform and Improved Public Policy Management in the Period 2016-2017; however, since it is relevant in terms of OGP values, it has also been included in this Action Plan. [↑](#footnote-ref-22)
23. The end date for this activity is specified in the Action Plan for Chapter 23. This activity will be followed up through that Action Plan. [↑](#footnote-ref-23)
24. The end date for this activity is specified in the Action Plan for Chapter 23. This activity will be followed up through that Action Plan. [↑](#footnote-ref-24)
25. The end date for this activity is specified in the Action Plan for Chapter 23. This activity will be followed up through that Action Plan. [↑](#footnote-ref-25)
26. This commitment is envisaged by the Action Plan on Implementation of the Strategy for Regulatory Reform and Improved Public Policy Management in the Period 2016-2017; however, since it is relevant in terms of OGP values, it has also been included in this Action Plan. [↑](#footnote-ref-26)